

# Iowa DOT Library Services, Collection & Technology Assessment

Final Report – IHRB Project TR-670

---

Sponsored by the Iowa Highway Research Board

**Disclaimer**

The contents of this report reflect the views of the authors, who are responsible for the facts and the accuracy of the information presented herein. The opinions, findings, and conclusions expressed in this publication are those of the authors and not necessarily those of the sponsors.

The sponsors assume no liability for the contents or use of the information contained in this document. This report does not constitute a standard, specification, or regulation. The sponsors do not endorse products or manufacturers. Trademarks or manufacturers' names appear in this report only because they are considered essential to the objectives of the document.

**Statement of Non-Discrimination**

Federal and state laws prohibit employment and/or public accommodation discrimination on the basis of age, color, creed, disability, gender identity, national origin, pregnancy, race, religion, sex, sexual orientation or veteran's status. If you believe you have been discriminated against, please contact the Iowa Civil Rights Commission at 800-457-4416 or Iowa Department of Transportation's affirmative action officer. If you need accommodations because of a disability to access the Iowa Department of Transportation's services, contact the agency's affirmative action officer at 800-262-0003.

|   |   |  |                        |
|---|---|--|------------------------|
| <b>1. Report No.</b><br>IHRB Project TR-670   | <b>2. Government Accession No.</b>                                | <b>3. Recipient's Catalog No.</b>                            |                        |
| <b>4. Title and Subtitle</b><br>Iowa DOT Library Services, Collection, & Technology Assessment  |   | <b>5. Report Date</b><br>July 2014                           |                        |
|   |   | <b>6. Performing Organization Code</b>                       |                        |
| <b>7. Author(s)</b><br>David Hemingway-Turner, Maggie Sacco   |   | <b>8. Performing Organization Report No.</b>                 |                        |
| <b>9. Performing Organization Name and Address</b><br>HS Infocus LLC<br>308 Lake View Way NW<br>Leesburg, VA 20176  |   | <b>10. Work Unit No. (TRAIS)</b>                             |                        |
|   |   | <b>11. Contract or Grant No.</b>                             |                        |
| <b>12. Sponsoring Organization Name and Address</b><br>Iowa Highway Research Board<br>Iowa Department of Transportation<br>800 Lincoln Way<br>Ames, IA 50010  |   | <b>13. Type of Report and Period Covered</b><br>Final Report |                        |
|   |   | <b>14. Sponsoring Agency Code</b>                            |                        |
| <b>15. Supplementary Notes</b>  |   |  |                        |
| <b>16. Abstract</b><br><br>Assesses the impact of library services on research projects, proposes methods to improve the impact of library services on research projects, assesses current library technology systems and proposes upgrades, assesses current library collection infrastructure and propose upgrades, especially in regards to collection damage from water or fire; ascertains patron interest in mobile technologies and suggest development based on interest. |   |  |                        |
| <b>17. Key Words</b><br>Library, Library Services, Technology, Mobile Technology,   |   | <b>18. Distribution Statement</b><br>No restrictions.        |                        |
| <b>19. Security Classification (of this report)</b><br>Unclassified   | <b>20. Security Classification (of this page)</b><br>Unclassified | <b>21. No. of Pages</b><br>21                                | <b>22. Price</b><br>NA |

# Iowa Department of Transportation Library Technology Assessment

## Final Report

July 2014

Maggie Sacco and David Hemingway-Turner  
Library Consultants  
HS Infocus LLC  
308 Lake View Way NW  
Leesburg, VA 20176

Sponsored by The Iowa Highway Research Board

IHRB Project TR-670

Iowa Department of Transportation Library  
800 Lincoln Way  
Ames, IA 50010  
515-239-1200

## Table of Contents

|  |          |
|--|----------|
| 1. Background  | Page 1   |
| 2. Assessment of the impact of library services on research projects                         | Page 3   |
| 3. Methods to improve impact of library services at Iowa DOT                                 | Page 5   |
| 4. Survey of DOT employees regarding library usage and service expectations                  | Page 6   |
| 5. Assessment of current library technology systems and proposed upgrades                    | Page 10  |
| 6. Assessment of current collection infrastructure and disaster recovery                     | Page 16  |
| 7. Assessment of patron interest in mobile technologies                                      | Page 17  |
| 8. Pricing for improvements to Iowa DOT library technology infrastructure                    | Page 19  |
| 9. Conclusions   | Page 20  |
| 10. Appendix A: Iowa Department of Transportation Survey Results                             | Page A-1 |
| 11. Appendix B: Iowa Department of Transportation Library Disaster Preparedness Manual       | Page B-1 |
| 12. Appendix C: Iowa Department of Transportation Library Technology Assessment Final Report | Page C-1 |
| 13. Glossary   |          |

## **1. Background**

Library technology continues to change dramatically and staying ahead of the curve is vital to keep up with the changing expectations of researchers who expect ever faster, more comprehensive information and datasets to support their work.

Researchers live in an instantaneous information society where they look to on-demand digital results to their queries in the form of full text online sources, ebooks and easily searchable print collections.

Additionally, the investment the Iowa Department of Transportation Library has made, and plans for the future, must translate into value in the form of productivity, mission fulfillment and dollars saved. Promotion and protection of the library's information assets is essential.

The purpose of IHRB project TR-670 is to assist the Iowa DOT Library in developing and implementing meaningful improvements to their services and to the methods by which they are delivered, through technology enhancements. A disaster plan that fits seamlessly into the Department's facilities and information infrastructure protection plan aims to preserve and protect the library's collection, both physical and digital.

The project deliverables are as follows:

- Results of a library usage survey, including recommendations for improvement based on results of usage and expectation survey – Appendix A

Three important research groups were identified: Iowa DOT employees, county and local engineers and the Iowa State University Engineering community. A brief, focused survey was developed by the investigators and deployed to Iowa DOT users with excellent response yielding ample data to provide analysis of researchers' needs and the library's strengths and challenges. Preliminary results were shared and discussed during the onsite visit, March 31-April 1, 2014. The Department (267 of 307 respondents) subset of the survey constitutes the *Iowa Department of Transportation Survey Results* in Appendix A at the end of this report.

- Disaster Recovery Plan for library collection – Appendix B

The investigators conducted an examination of the collection and risks based on the library's location and surveyed the state of the physical collection as part of the onsite meeting. We have identified high priority and historically significant collections in need of additional protections and preservation plans above the facilities level. A meeting with Scott Gustafson from Iowa DOT Support Services provided crucial information about the overarching disaster process, which this project deliverable folds into. We met with Hilary Seo, Head of Preservation & Digital Initiatives at Iowa State University, and identified preservation and recovery services available locally at ISU, along with professional disaster contractors should large-scale services be needed (for fire, flood, tornado and dissemination of the Iowa DOT Library collection). We met with Lorrie Pellack, ISU Science and Engineering

Librarian to discuss other disaster scenarios and through discussions, learned more about the cooperation between the libraries now and ideas for the future. The *Iowa Department of Transportation Disaster Recovery Manual* is Appendix B at the end of this report.

- Recommend changes and enhancements to library technology – Appendix C

During the onsite visit we took a comprehensive look at the current technologies employed by the Iowa DOT Library. The technology report includes: hardware/barcode recommendations and pricing and assessment of patron interest in mobile technologies. These are deliverables, and as all are related, are included in the technology enhancement report. The investigators worked with the systems librarian at the State Library of Iowa to flesh out some shared catalog issues, and pricing on all recommendations was developed. The *Iowa Department of Transportation Library Technology Assessment Final Report* can be found in Appendix C at the end of this report.

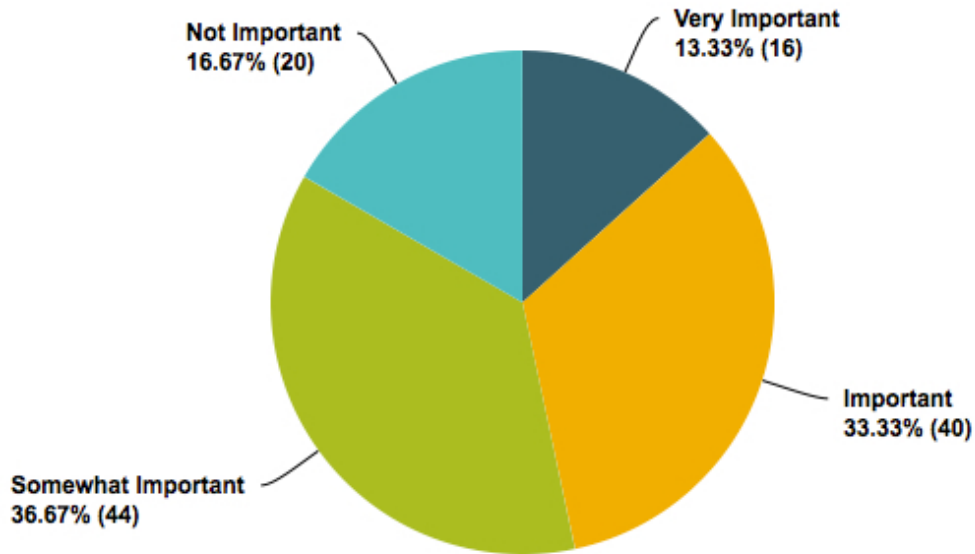
## **2. Assessment of the impact of library services on research projects**

The Iowa DOT Library provides crucial information and knowledge discovery services to the department. Eighty-two percent of survey respondents who report using the library (n=120) rated the services of the library as “Very Important”, “Important” or “Somewhat Important” to effectiveness in their work.



## How important are library services to your effectiveness in your work?

Answered: 120 Skipped: 187



Outreach is critical. Out of 267 survey participants, 55% answered that they have not used the library in the past 24 months. However; participants who responded to a question about their satisfaction with the services they received, 79% said they were “Very Satisfied”, and 19% were: “Somewhat Satisfied.” Some comments from respondents:

*“Our librarian has been a tremendous help with securing and distributing books/materials for leadership coursework in our department.”*

*“Librarian posts Research In Progress (RiP) information. Librarian posts federally funded research reports to TRID and other federal report repositories. This is a requirement for federally funded research and a great asset to my office to have an experienced librarian facilitating this task.”*

*(Appendix A, Survey Q5, p. 7)*

### **3. Methods to improve impact of library services at Iowa DOT**

The level of service and expertise provided by the Iowa DOT librarian is very high. The impact of library services on the mission-critical activities of the Department is tied to the level of awareness of the DOT workforce. This correlation is drawn from empirical evidence observed for almost a decade in our work with DOT libraries, and historical reporting from transportation and library professionals drawing on over 30 years. The engineering (research, design, build, safety, environmental, etc.), policy and legal departments report the highest level of need for information and knowledge services. It is crucial to have outreach activities tailored to the specific needs of these units. One highly effective outreach strategy is to engage with new hires during their orientation. The librarian has and will continue to work with the Office of Employee Services to participate in new employee orientation. During orientation new employees should receive a library card and an overview of library services that could assist in their work.

The concept of the “embedded librarian” is growing in popularity with research teams in transportation. In this model, the librarian becomes part of the project

team—interacting, advising and delivering needed information and data, often with value-added services such as summaries and synthesis. The embedded librarian model is recommended for the library, and will improve visibility of library services and staff. Minimally, the librarian should attend project kickoff meetings to ensure researchers are aware of the services and resources they can leverage for their work.

*“[The] Librarian could meet with offices to learn their information/educational needs so that pertinent resources are known/found. Don't use library often, but when needed, it is needed.”*

*(Appendix A, Survey Q11, p. 14)*

We recommend a number of activities that will improve the impact of library services, and increase awareness and visibility:

- Develop and deliver customized presentations or meetings with specific units
- Conduct offsite employee outreach, perhaps via online meeting software
- Continue and increase participation in new employee orientation
- Develop and pilot an embedded librarian program
- Upgrade technology to make library access easier (see Section 5 below)

#### **4. Survey of DOT employees regarding library usage and service expectations**

A survey of DOT employees was conducted to assess library usage and expectations of patrons. Major findings include:

- Awareness of the library among the DOT workforce, both at headquarters in Ames and in district offices, needs to be increased
- The level of satisfaction with services among those who use the library is high (79% of respondents)
- Library services are “Very Important,” “Important” or “Somewhat Important” to work effectiveness for 82% of respondents who report using the library
- Library users want mobile access to library and online resources
- Patrons want self-service checkout of library materials
- Non-users of the library did not perceive a need for library services or were not aware of the library at all
- Most respondents favor online access to information over the physical collection
- Most library users are aware of, and make use of, interlibrary loan services
- Patrons want more online access to resources
- User satisfaction levels with services are high, but could be improved (through increased staff)

Most of these findings are common to DOT libraries. Generally, as outreach increases, usage increases and user satisfaction improves.

Of the people who use the library, most use it for interlibrary loan services. This does not track to level of satisfaction with the physical collection itself; users appear

satisfied so long as they obtain the information needed. Tying into the technology recommendations below (Section 5), patrons' ability to request an item directly through the Web-based Online Public Access Catalog (WebOPAC) is extremely important to increase access and streamline the process for the librarian from a technology perspective. Journal routing and table of contents lists are also streamlined this way using "featured list" functionality. Ease of use is also a powerful marketing tool.

Over reliance on the Internet and search engines like Google is prevalent in the open-ended responses to Questions 11 and 13. The perception that the Internet and Google are satisfactory substitutes for specialized library services does not come as a surprise. This is a pervasive attitude among the public at large and employee populations bring their technology bias to their work.

*"Use the internet and colleagues"*

*"I did not need to. I get my information from internet"*

*"Most of the time I use the Internet to look up what I need."*

*"The internet provides me with the resources that I require. "*

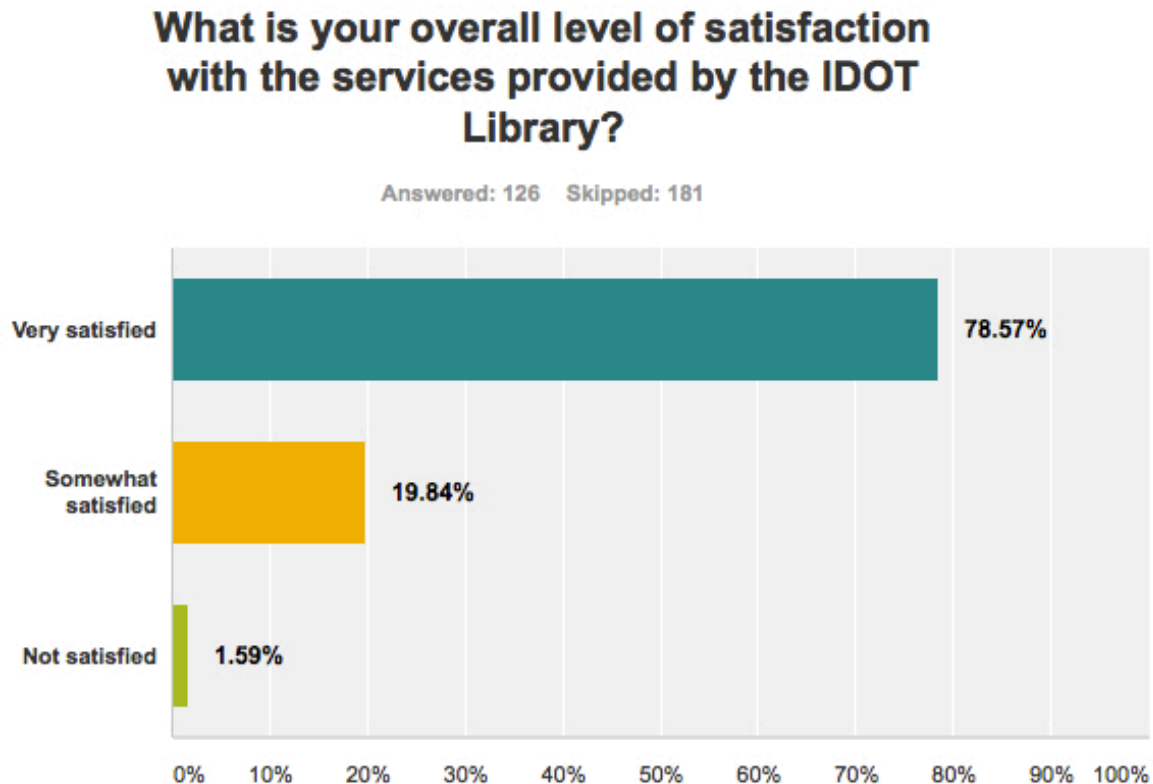
*(Appendix A, Q11, p.14-19)*

The question that must be asked is, "How do you know what you don't know?" The targeted searching expertise the librarian provides uncovers more pertinent and

fewer superfluous search results in less time. It's a question of saving time and saving resources.

The positive view is that the Iowa DOT is not unique in this and there are remedies for both through outreach and marketing. (See Section 3).

User satisfaction with the collection was mostly positive, as respondents were satisfied that their needs could be met through interlibrary loan if the collection did not contain the resource they needed. Satisfaction with library services was mostly "Excellent" to "Satisfactory."



*“I rarely use the library itself, however I often go to the librarian for questions, research assistance, requests for historical presentations and more. He has been extremely helpful and a great resource.”*

*(Appendix A, Q11, p.14)*

We conclude that Iowa DOT Library users are benefitting from the services provided by the professional librarian and that outreach and technology upgrades will make a positive impact on awareness of services, use of the library and the librarian’s ability to meet the Department’s information needs. The physical collection is useful and contains some unique materials, but the development of resources should reflect a strong patron preference for patrons’ online access to information.

The survey summary is included in this report in Appendix A. The complete survey with individual (anonymous) responses can be accessed at:

<https://www.surveymonkey.com/results/SM-ZHC5ZD98/> (password: “library”).

## **5. Assessment of current library technology systems and proposed upgrades**

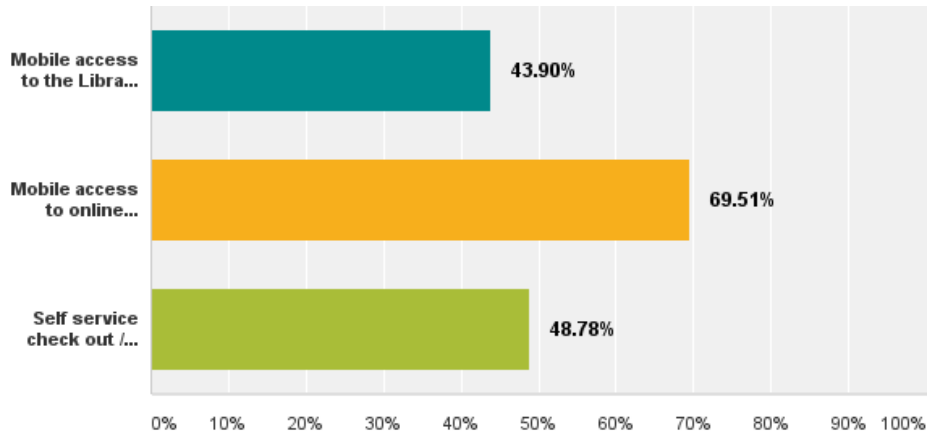
The Iowa DOT Library shares an Integrated Library System (ILS) with the State Library of Iowa that provides an Online Public Access Catalog (OPAC), a searchable bibliographic database with a friendly user interface. The system is based on Koha, an open source ILS maintained by the State Library, and specifically by Systems librarian, Tom Keyser. Many DOT libraries share their online public catalogs with

the state libraries to minimize cost and maximize Iowa DOT Library staff time. Typically, staffing levels in DOT libraries do not allow for the support of stand alone library systems, which can be time consuming and typically requires one FTE to maintain. Both proprietary and open source systems are ongoing investments in time and staff resources. Participating in the State Library's Koha system is of particular benefit to the Iowa DOT Library.

### **Modernizing Circulation/Self Check**

The Iowa DOT Library does not use an automated circulation system. This poses many drawbacks to management, security and protection of the department's investment in the collection. In order to effectively manage and secure the library inventory, automated circulation is desired. It is very simple to "walk away" with library items, as the current manual process can be arduous. The current check out process is both time consuming for the Iowa DOT librarian as well as for Department staff that may withdraw items when the library is unattended and unsecured using the "honor system" and pocket cards. Even when the library is staffed, self-check would also free up the Iowa DOT librarian to complete more mission critical activities. The world has become self-service from gas stations to grocery stores and the same is expected at libraries. As part of this study a survey was conducted, of the 82 respondents (Iowa DOT employees) to question number 8, "Which of these services would you like to have access to?" 48% or 40 respondents would like access to self-check services in the library.





In addition to the obvious advantage of library security and inventory control, automating circulation will also require patron accounts, meaning that users will be able to manage their accounts online to take advantage of many other functions of the State Library's online catalog.

**Recommendation:**

1. Implement the Koha Circulation Module. The library system in use by the Iowa DOT has circulation capabilities for library administration and a self-check module. This would allow the Iowa DOT librarian to effectively manage the collection and associated costs. The system tracks and notifies patrons of overdue items and tracks collection use at the subject, call number and item level. This enables targeted resource management for collection development, giving the librarian the ability to develop and provide resources of greatest interest to the users at the lowest cost to the department. In short, it eliminates mistakes, waste and overspending on lost

or unused items. To accomplish automating the circulation functions, two tasks must be completed:

- A. Barcode the collection. All items in the library must be barcoded with item barcodes. This process was started previously and left incomplete. However, patron barcodes were used erroneously and therefore these items must be identified, pulled, then properly barcoded.
  - B. Assign patron barcodes. All patrons must be assigned a barcode, perhaps as part of the onboarding process when hired and on an ongoing basis for existing employees, e.g., as they visit the library they can be issued library cards to withdraw items.
2. Hardware must also be purchased to implement automated circulation. See the attached hardware recommendations and pricing (Section 8). The library's self-check station will require one tower, one monitor and one barcode scanner. In addition to hardware, roughly 20,000 barcode labels will be necessary for the physical collection; library cards can be issued via email to patrons.

### **Online Public Access Catalog Stations (OPAC) and Search**

Most libraries have at least one public access catalog station, allowing for unmediated searching by patrons. This allows patrons to search the library's collection onsite and allows them to browse the collection. Onsite search is an important part of the research process – searching, consulting with the librarian,

evaluating and building on consulted resources. Typically this would be a PC in kiosk mode, restricting use to a dedicated library catalog website, but networked research tools and subscription resources can be accessed if the station is configured for wider access. This is not currently available in the Iowa DOT Library, but we feel that it should be.

### **Recommendation:**

1. OPAC-Search Stations for the Iowa DOT Library. We recommend a minimum of one OPAC-Search Station in the library. Making this service available to users will require the purchase of one tower and one monitor. The optimal scenario would be that of three stations which would be positioned at each of the major Iowa DOT collections:

- Iowa Special Collection
- Iowa State Reports Collection
- Maps Collection

Along with the OPAC-Search Stations, LibGuides for each of these collections could be accessed. LibGuides is a Content Management System used by libraries worldwide and is used by librarians to curate knowledge and share information by creating online guides on any topic or subject. The Iowa DOT library has an unlimited subscription to LibGuides as part of their membership in the Transportation Library Connectivity and Development Pooled Fund, Study, TPF-5(237) so this value added resource could be leveraged at no additional cost.

## **Technology as Marketing Tools**

The current technologies employed by the Iowa DOT Library can also be useful as marketing tools, and leveraged at very little or no cost to the organization. The State Library's Koha system has capabilities that can be used to disseminate information to the end users easily and effectively. By pushing out pertinent information to researchers and creating additional access points, the librarian can fill gaps in the research process created by lack of time and awareness of new information resources critical to Iowa DOT projects. This helps alleviate the "How do we know what we don't know?" conundrum.

### **Recommendation:**

1. Exploit Koha Report Functionality. The librarian can run reports for recently cataloged items. This list can then be disseminated via email to the organization pre-selected groups and new materials and content germane to particular working groups and units can then be accessed and shared.
2. Leverage Koha Bibliographic Records. When an item that is born digital or an item is later digitized and is cataloged, the bibliographic record contains a persistent link to the item. With deployment of a Mobile Online Public Access Catalog (MOPAC), access to this content can be from anywhere at anytime. This directly supports the library's digital access initiative.

## **6. Assessment of current collection infrastructure and disaster recovery**

The Iowa DOT has been in need of a disaster response plan/manual. The location in the building presents some unique problems and risks, namely the library collection is housed in what is technically a hallway. Further, the metal roof is unlikely to withstand natural disasters involving high winds. Such catastrophic emergencies involving facilities are the jurisdiction of the Support Services department. These catastrophic emergencies would include structural, environmental systems, power, water damage, etc. In all emergencies, the library staff and volunteers will follow Iowa DOT emergency procedures. The disaster recovery plan portion of this project is designed to provide guidance, instruction and contacts for immediate response to water or fire emergency in the library. The plan does not cover emergency needs of people. Such emergencies are the jurisdiction of the Support Services and Security departments of the Iowa DOT.

Damage to the collections contained within the Iowa DOT Library will follow the procedures of the disaster response plan. These efforts are: protection, stabilization, salvage, evaluation and remediation. The Preservation Department at Iowa State University has graciously offered its assistance, facilities and equipment in these efforts in cases where the size and scope of the effort can be accommodated.

In cases of small emergencies, the Iowa DOT Library and the Preservation Department at Iowa State University can manage the situation without calling on the

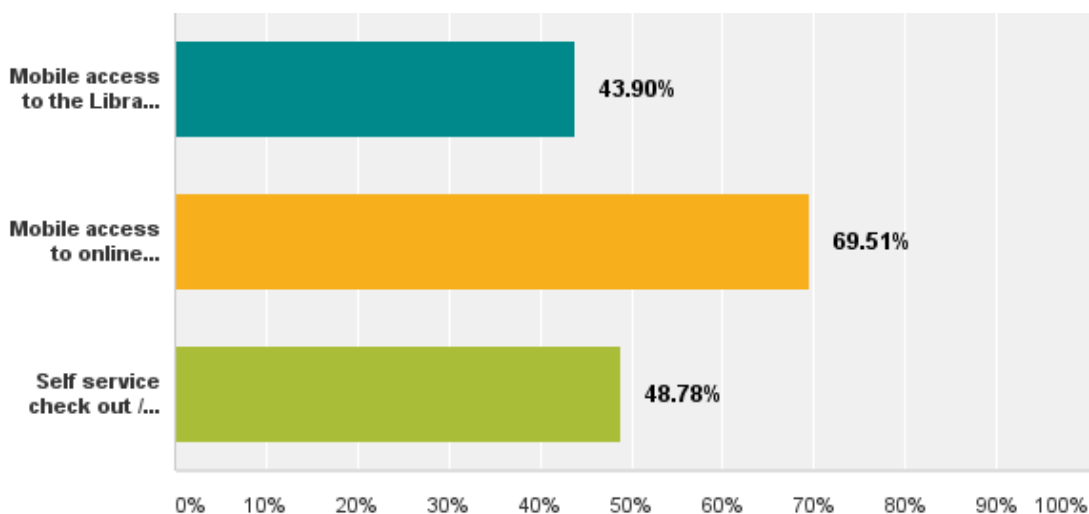
resources and procedures set out in the plan. A small scale emergency would be fewer than 200 volumes or items affected. For more extensive damage to the collections, the plan details arrangements and decisions made before any emergency occurs, and the actions to take both during the process of recovery and after the recovery is complete.

The Disaster Response Team is comprised of the Iowa DOT departments listed in each section and is based on job responsibilities and jurisdiction within the Iowa DOT facility. The plan will be reviewed annually by library staff. Regular training and review of emergency procedures is recommended and will be the library staff's responsibility to arrange with specific departments. The Disaster Response Team, under the direction of the librarian, will have the authority to carry out disaster response and salvage, and deal with its aftermath. The entire plan is included in this report in Appendix B.

## **7. Assessment of patron interest in mobile technologies**

A growing number of libraries are creating mobile versions of their Web sites for their patrons to access on the go. They deliver information about library services and collections and provide access to library catalog searching, portable exhibit information, subject guides, e-journals and library hours, all formatted for the small screens of mobile devices. Many institutions, as part of their modern strategic plans are moving in a more mobile direction. The library survey shows, of the 82 respondents (Iowa DOT employees) to question number 8, "Which of these services

would you like to have access to?" 43% would like mobile access to the library OAPC, 69% of the respondents would like access to online resources.



### **Recommendation:**

There are a number of ways to implement a mobile catalog. Two of the most straightforward ways are:

1. Implement responsive design using the current OPAC supplied by the State Library of Iowa. The latest release of Koha contains a new OPAC theme that is based on Bootstrap and is completely responsive, meaning that it will automatically recognize the type of device that a user is employing and will fluidly adjust to the screen size (desktop, laptop, tablet or smartphone) without rerouting to a mobile URL. This would be a low or no cost option.
2. Purchase a mobile catalog interface. There are vendors developing and selling this software, such as Library Anywhere and Boopsie. Both are mobile applications that can be downloaded from the Apple App Store and

Android Market. They require regular loads of bibliographic records but also contain other functionalities and features that may be of value to the library. Each is available as branded apps, giving the user a seamless Iowa DOT library mobile search experience. Annual subscriptions can be purchased for this software and are priced in the area of \$1,500 per year.

## 8. Pricing for improvements to DOT library technology infrastructure and service

Library Workstation (2 - OPAC and Self Check station):

Hardware must be procured through Iowa DOT IT group to assure network connectivity and security.

|             |                                |
|-------------|--------------------------------|
| PC tower    | $(\$632.00 \times 2) = \$1264$ |
| 22" Monitor | $(\$155.00 \times 2) = \$310$  |
|             | $(\$787.00 \times 2) = \$1574$ |

Library Barcode Scanners (3 – Library staff desk, Self-check and Workroom):  
Voyager 1200g Single-Line Laser Bar Code Scanner

|                   |                               |
|-------------------|-------------------------------|
| Vendor 1: Brodart | $(\$277.00 \times 3) = \$831$ |
| Vendor 2: Amazon  | $(\$129.99 \times 3) = \$390$ |
| Vendor 3: Staples | $(\$145.49 \times 3) = \$449$ |

Library Barcodes (20,000):

|  |                                    |
|--|------------------------------------|
| Vendor 1: Brodart  | $(\$29.00/1000 \times 20) = \$580$ |
| Data2™ Laminated Paper Single Bar Code Labels With Square Edge |                                    |
| Vendor 2: The library Store                                    | $(\$39.00/1000 \times 20) = \$780$ |
| Data2™ Laminated Paper Single Bar Code Labels With Square Edge |                                    |
| Vendor 3: Computype  | $(\$23.10/1000 \times 20) = \$462$ |
| High Performance Item Labels                                   |                                    |



## **9. Conclusions**

It is our professional assessment that the Iowa DOT Library is a significant contributor to the fulfillment of the organization's mission-critical goals. The survey responses and comments are very encouraging for the current level of satisfaction of library users. Potential increases in use and benefit to the Iowa DOT staff should be realized through increased outreach and marketing. The professional librarian brings a high level of expertise and service to the department, despite the challenges of being a solo librarian and having limited resources. The tasks of this project aimed to put forth plans for improved technology, better patron access and streamlined workflow by the librarian—with minimal staff assistance. The other facet of the project was to plan for collection protection, salvage and preservation in the event of a disaster.

The recommendations in this report are tailored to the unique circumstances, location, facilities and staffing levels of the Iowa DOT Library and are aimed at providing the most impact possible. With the recommended technology upgrades, completion of the barcode project and implementation of modules in the Koha ILS, we expect to see increased workflow efficiency. Spending less time on the back end of library operations frees up the librarian's time for essential services such as literature searches and other value-added research services.

In conclusion, the HS InFocus project team feels that the Iowa DOT is well positioned to implement the recommendations contained in IHRB project TR-670 and will realize greater efficiencies, levels of service to DOT employees and sufficient protection to it's collection.

## **Appendices**

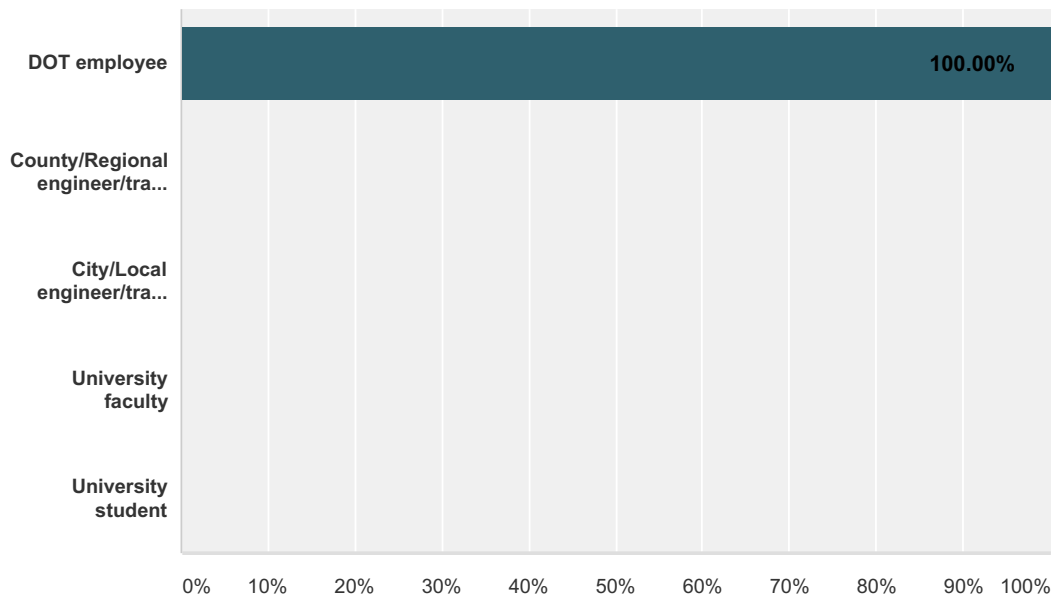
|                   |   |
|-------------------|---|
| <b>Appendix A</b> | <b>Iowa Department of Transportation Survey Results</b>                             |
| <b>Appendix B</b> | <b>Iowa Department of Transportation Library Disaster Preparedness Manual</b>       |
| <b>Appendix C</b> | <b>Iowa Department of Transportation Library Technology Assessment Final Report</b> |

## **Appendix A**

### **Iowa Department of Transportation Library Services, Collection & Technology Assessment: Survey Results**

## Q2 Are you a DOT employee or a member of the University community?

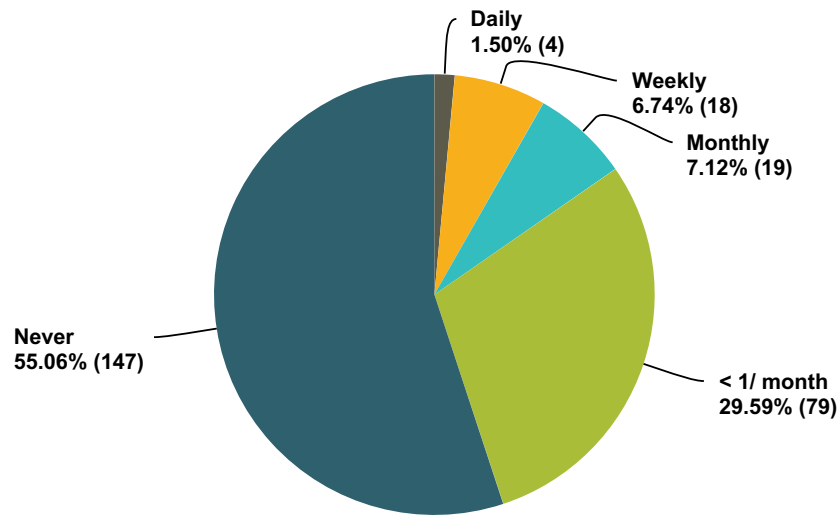
Answered: 267 Skipped: 0



| Answer Choices                                   | Responses   |
|--|-------------|
| DOT employee                                     | 100.00% 267 |
| County/Regional engineer/transportation official | 0.00% 0     |
| City/Local engineer/transportation official      | 0.00% 0     |
| University faculty                               | 0.00% 0     |
| University student                               | 0.00% 0     |
| <b>Total</b>                                     | <b>267</b>  |

### Q3 How often have you used the Library in the past 24 months?

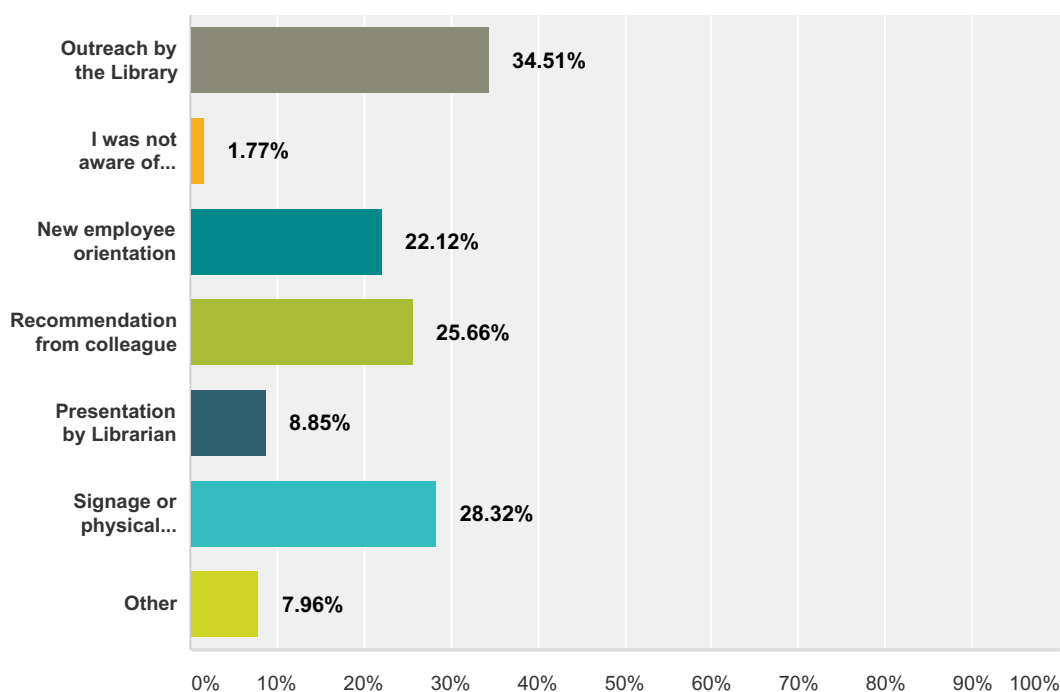
Answered: 267 Skipped: 0



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Daily          | 1.50%     | 4          |
| Weekly         | 6.74%     | 18         |
| Monthly        | 7.12%     | 19         |
| < 1/ month     | 29.59%    | 79         |
| Never          | 55.06%    | 147        |
| <b>Total</b>   |           | <b>267</b> |

## Q4 How did you become aware of the Iowa DOT Library and it's services?

Answered: 113 Skipped: 154



| Answer Choices  | Responses |
|---|-----------|
| Outreach by the Library   | 34.51% 39 |
| I was not aware of Library services before this survey arrived. | 1.77% 2   |
| New employee orientation  | 22.12% 25 |
| Recommendation from colleague                                   | 25.66% 29 |
| Presentation by Librarian                                       | 8.85% 10  |
| Signage or physical location                                    | 28.32% 32 |
| Other   | 7.96% 9   |
| Total Respondents: 113  |           |

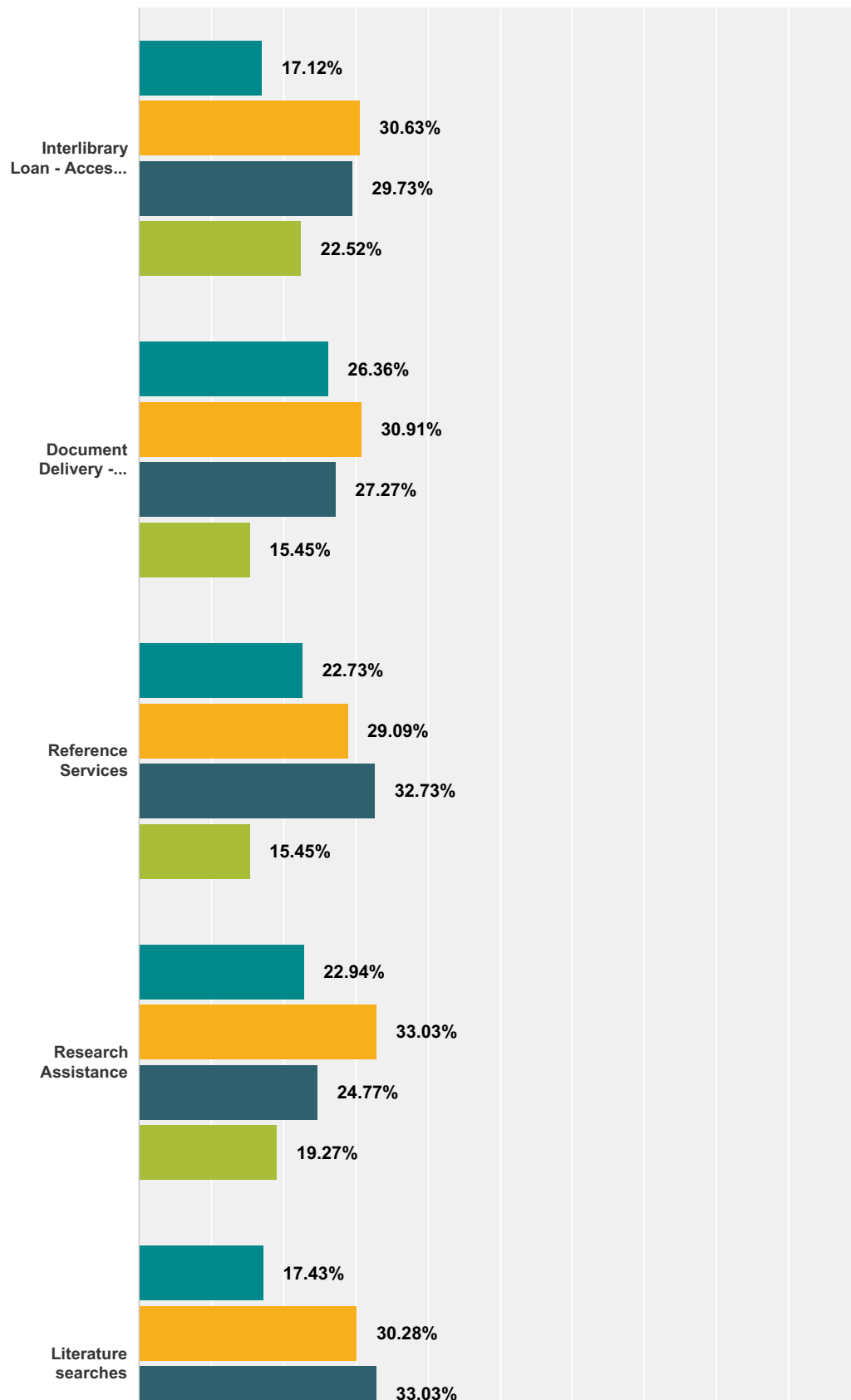
| # | Other (please specify)                                    | Date              |
|---|---|-------------------|
| 1 | Previous work in Materials Research                       | 3/18/2014 9:46 AM |
| 2 | Back when we still had winter expo's                      | 3/14/2014 2:54 PM |
| 3 | As a long time employee have always been aware of library | 3/7/2014 4:51 PM  |
| 4 | Emails from the Office of Strategic Communications        | 3/6/2014 9:28 AM  |
| 5 | I used to work next to the library.                       | 3/5/2014 6:06 PM  |
| 6 | Tour given by another Bridge Office employee              | 3/5/2014 11:04 AM |

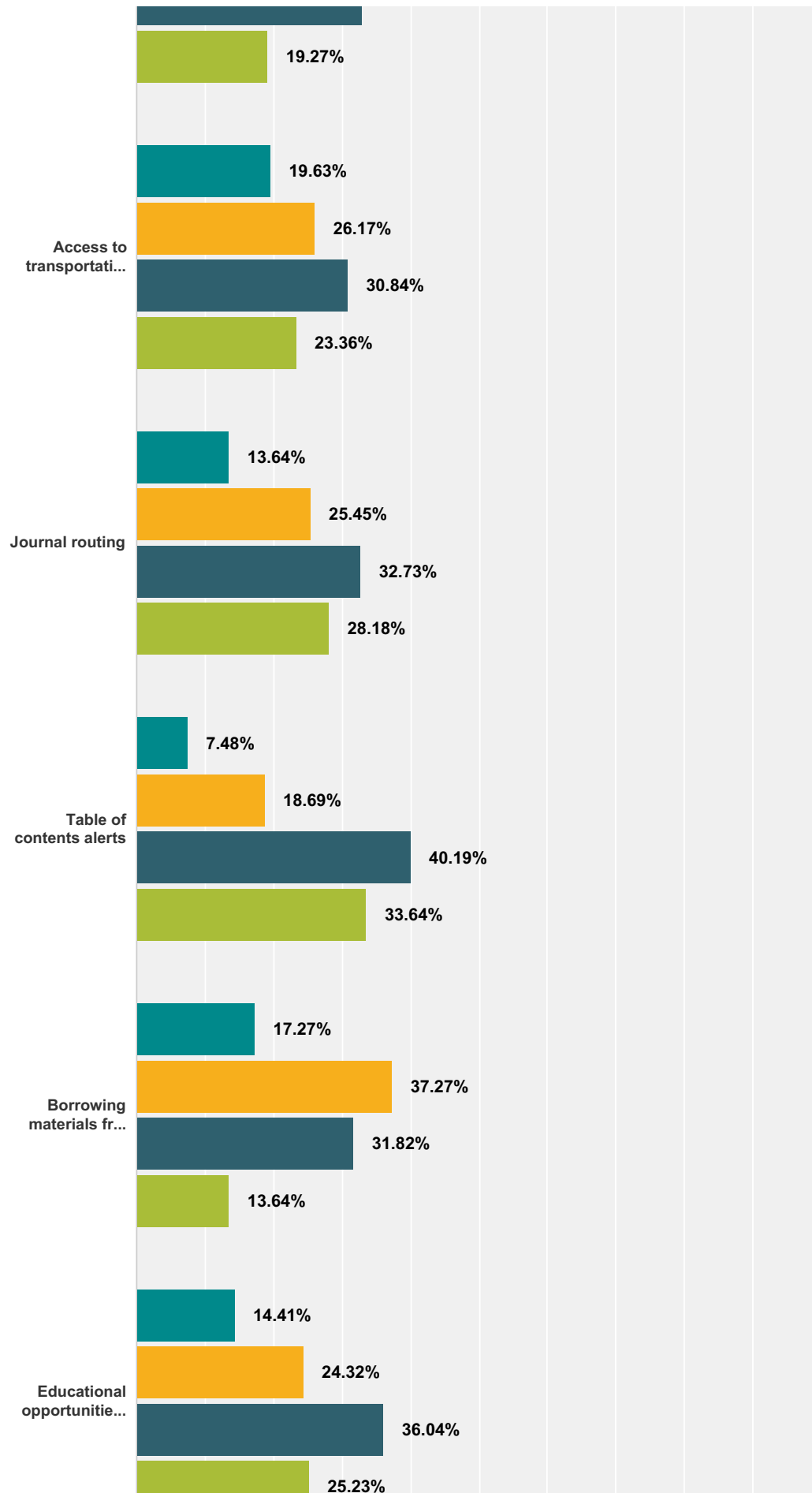
|    |  |                    |
|----|--|--------------------|
| 7  | It was there when I started over 30 years ago.   | 3/5/2014 10:46 AM  |
| 8  | I was aware of and used the DOT Library before I was an employee. I was a county employee at the time. | 3/3/2014 4:08 PM   |
| 9  | Interest in transportation history in Iowa   | 2/27/2014 10:47 AM |
| 10 | I don't recall -- that was 20+ years ago!  | 2/26/2014 2:26 PM  |
| 11 | Leighton enters our contracts into RIP   | 2/26/2014 7:41 AM  |
| 12 | 25 years of being employee at DOT - so multiple ways   | 2/25/2014 4:49 PM  |
| 13 | I was a member of state library before transferring here, so I was looking for it.                     | 2/25/2014 9:49 AM  |
| 14 | have just known it's available   | 2/25/2014 9:28 AM  |
| 15 | recommended by colleagues  | 2/25/2014 9:24 AM  |
| 16 | I was in the office next door to it when I first started at the DOT                                    | 2/25/2014 9:24 AM  |
| 17 | Knew about it when I was a grad student  | 2/25/2014 9:13 AM  |
| 18 | A DOT employee, I sought out the library years ago   | 2/25/2014 9:08 AM  |
| 19 | Co-worker  | 2/25/2014 9:06 AM  |
| 20 | Walk through there on breaks   | 2/25/2014 9:03 AM  |
| 21 | It's directly beside me and I planned study groups to meet there                                       | 2/25/2014 8:41 AM  |
| 22 | They were part of Research & Technology Bureau   | 2/25/2014 8:38 AM  |

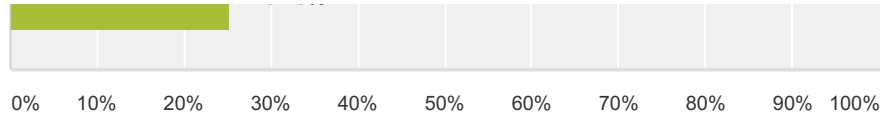


## Q5 How important are the following library services to you in your work?

Answered: 113 Skipped: 154







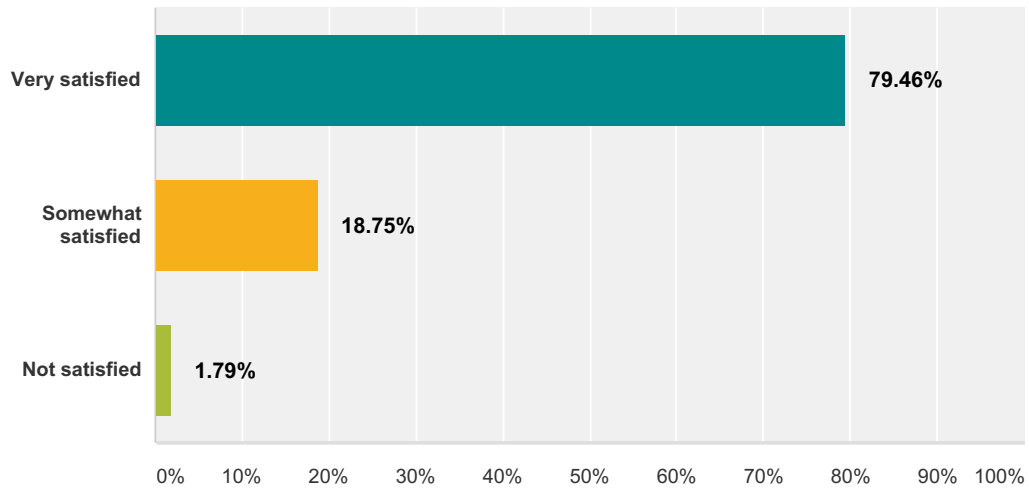
Very Important Important Somewhat Important Not Important

|   | Very Important | Important    | Somewhat Important | Not Important | Total |
|---|----------------|--------------|--------------------|---------------|-------|
| Interlibrary Loan - Access to materials outside of the IDOT Library     | 17.12%<br>19   | 30.63%<br>34 | 29.73%<br>33       | 22.52%<br>25  | 111   |
| Document Delivery - Access to full text documents, articles and reports | 26.36%<br>29   | 30.91%<br>34 | 27.27%<br>30       | 15.45%<br>17  | 110   |
| Reference Services  | 22.73%<br>25   | 29.09%<br>32 | 32.73%<br>36       | 15.45%<br>17  | 110   |
| Research Assistance   | 22.94%<br>25   | 33.03%<br>36 | 24.77%<br>27       | 19.27%<br>21  | 109   |
| Literature searches   | 17.43%<br>19   | 30.28%<br>33 | 33.03%<br>36       | 19.27%<br>21  | 109   |
| Access to transportation-related databases                              | 19.63%<br>21   | 26.17%<br>28 | 30.84%<br>33       | 23.36%<br>25  | 107   |
| Journal routing   | 13.64%<br>15   | 25.45%<br>28 | 32.73%<br>36       | 28.18%<br>31  | 110   |
| Table of contents alerts  | 7.48%<br>8     | 18.69%<br>20 | 40.19%<br>43       | 33.64%<br>36  | 107   |
| Borrowing materials from the IDOT collection                            | 17.27%<br>19   | 37.27%<br>41 | 31.82%<br>35       | 13.64%<br>15  | 110   |
| Educational opportunities (e.g. database training)                      | 14.41%<br>16   | 24.32%<br>27 | 36.04%<br>40       | 25.23%<br>28  | 111   |

| # | Other (please specify)   | Date               |
|---|--|--------------------|
| 1 | Help with obtaining audio/video materials for conferences  | 3/25/2014 8:57 AM  |
| 2 | With the Internet, I have access to all the information I need   | 3/7/2014 4:51 PM   |
| 3 | Newspapers & magazines   | 2/27/2014 2:44 PM  |
| 4 | Anything to do with transporation history of Iowa  | 2/27/2014 10:47 AM |
| 5 | Our librarian has been a tremendous help with securing and distributing books/materials for leadership coursework in our department.   | 2/27/2014 10:27 AM |
| 6 | Librarian posts Research In Progress (RiP) information. Librarian posts federally funded research reports to TRID and other federal report repositories. This is a requirement for federally funded research and a great asset to my office to have an experienced librarian facilitating this task. | 2/25/2014 10:42 AM |
| 7 | refer public inquiries on certain topics   | 2/25/2014 10:19 AM |
| 8 | Newspapers and magazines   | 2/25/2014 9:03 AM  |

## Q6 What is your overall level of satisfaction with the services provided by the IDOT Library?

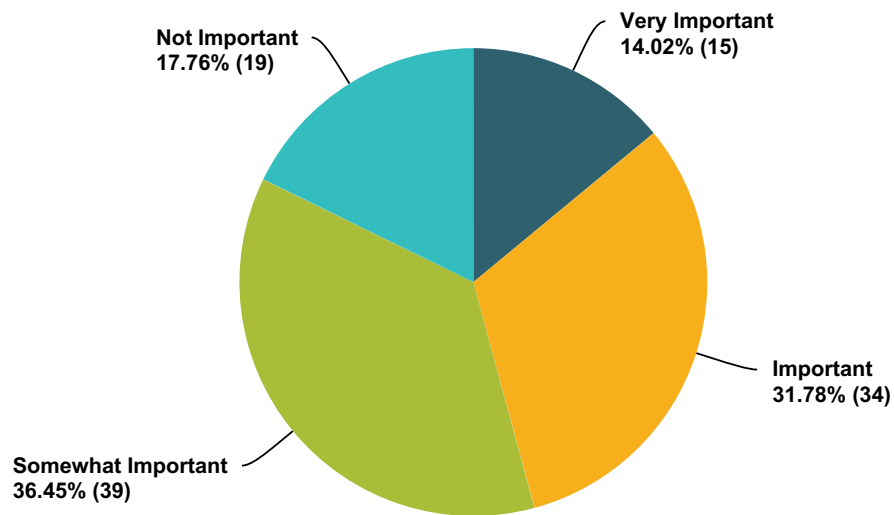
Answered: 112 Skipped: 155



| Answer Choices     | Responses |            |
|--------------------|-----------|------------|
| Very satisfied     | 79.46%    | 89         |
| Somewhat satisfied | 18.75%    | 21         |
| Not satisfied      | 1.79%     | 2          |
| <b>Total</b>       |           | <b>112</b> |

## Q7 How important are library services to your effectiveness in your work?

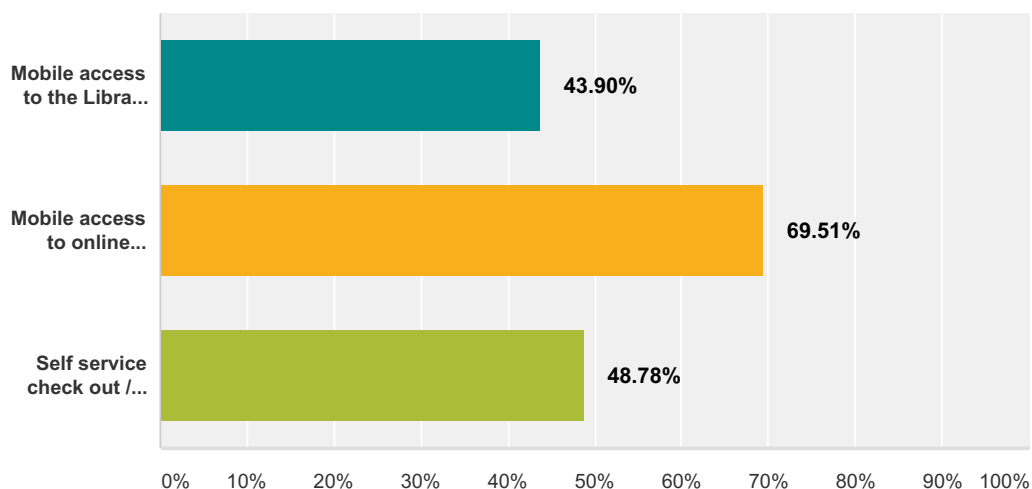
Answered: 107 Skipped: 160



| Answer Choices     | Responses |            |
|--------------------|-----------|------------|
| Very Important     | 14.02%    | 15         |
| Important          | 31.78%    | 34         |
| Somewhat Important | 36.45%    | 39         |
| Not Important      | 17.76%    | 19         |
| <b>Total</b>       |           | <b>107</b> |

## Q8 Which of these services would you like to have access to?

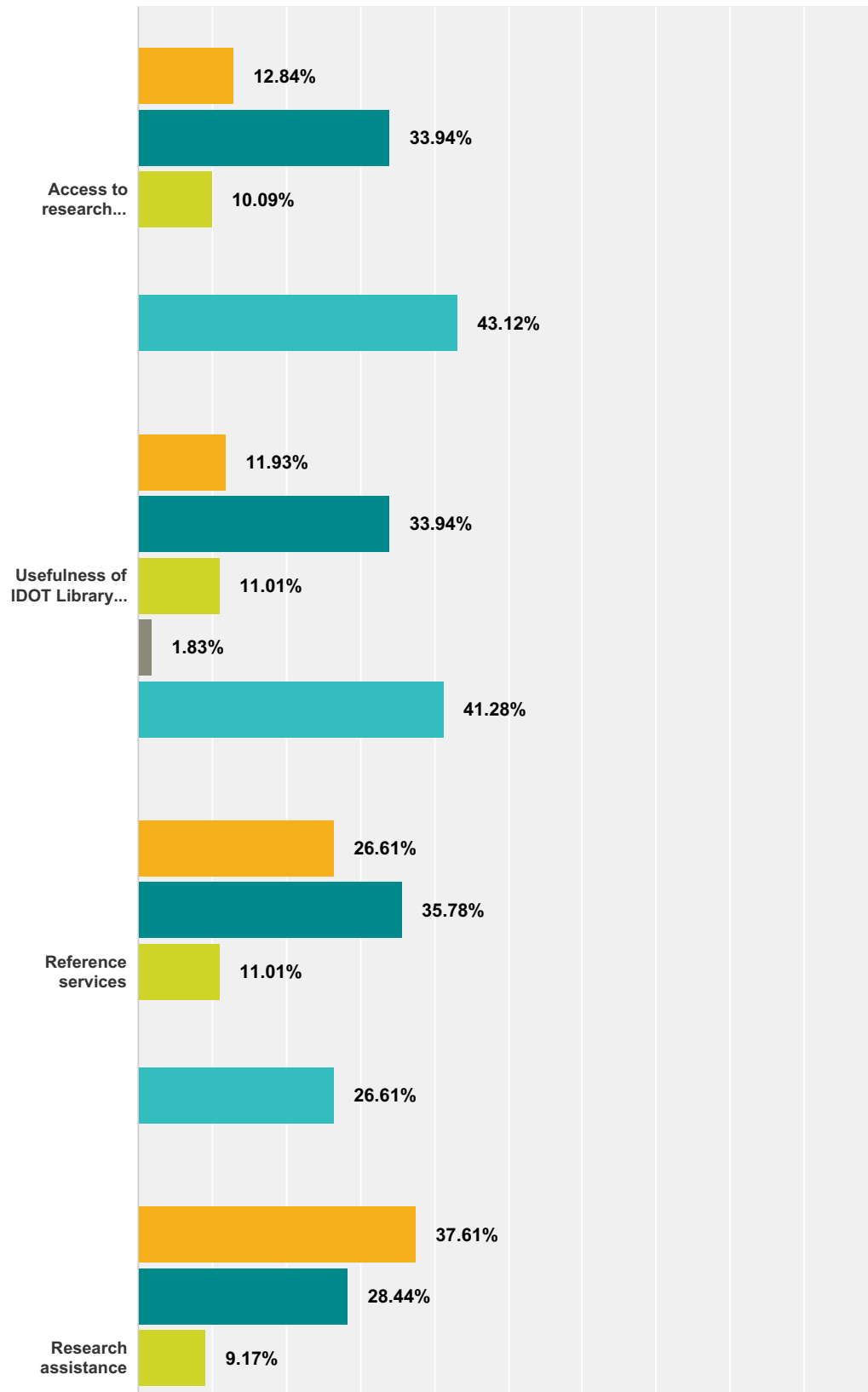
Answered: 82 Skipped: 185

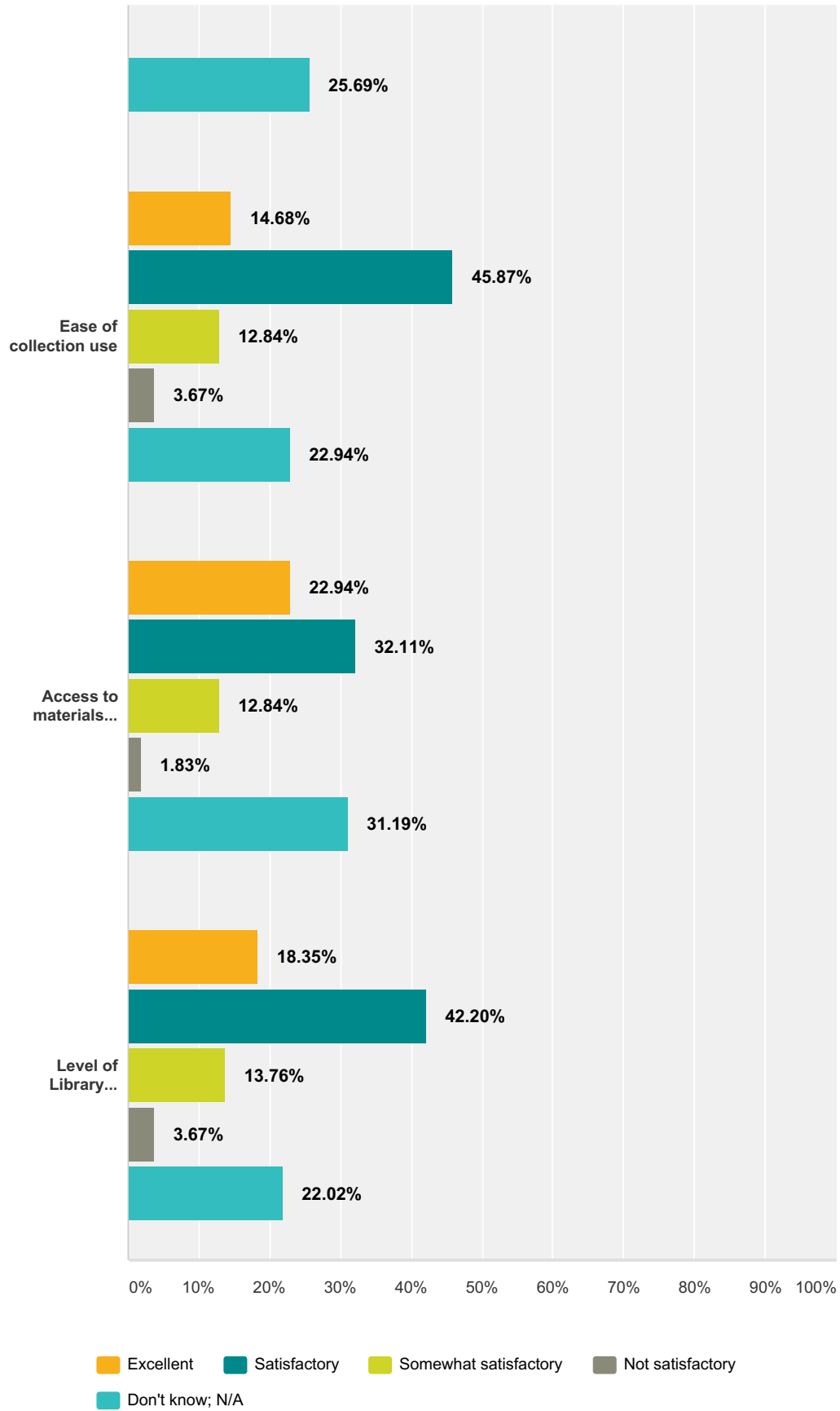


| Answer Choices  | Responses |    |
|---|-----------|----|
| Mobile access to the Library Catalog                    | 43.90%    | 36 |
| Mobile access to online resources                       | 69.51%    | 57 |
| Self service check out / check in of borrowed materials | 48.78%    | 40 |
| Total Respondents: 82                                   |           |    |

## Q9 How would you rate your satisfaction level with the following resources and services in the IDOT Library:

Answered: 109 Skipped: 158





|  | Excellent | Satisfactory | Somewhat satisfactory | Not satisfactory | Don't know; N/A | Total Respondents |
|--|-----------|--------------|-----------------------|------------------|-----------------|-------------------|
|--|-----------|--------------|-----------------------|------------------|-----------------|-------------------|



|  |                     |                     |                     |                   |                     |     |
|--|---------------------|---------------------|---------------------|-------------------|---------------------|-----|
| Access to research databases                               | <b>12.84%</b><br>14 | <b>33.94%</b><br>37 | <b>10.09%</b><br>11 | <b>0.00%</b><br>0 | <b>43.12%</b><br>47 | 109 |
| Usefulness of IDOT Library website                         | <b>11.93%</b><br>13 | <b>33.94%</b><br>37 | <b>11.01%</b><br>12 | <b>1.83%</b><br>2 | <b>41.28%</b><br>45 | 109 |
| Reference services   | <b>26.61%</b><br>29 | <b>35.78%</b><br>39 | <b>11.01%</b><br>12 | <b>0.00%</b><br>0 | <b>26.61%</b><br>29 | 109 |
| Research assistance  | <b>37.61%</b><br>41 | <b>28.44%</b><br>31 | <b>9.17%</b><br>10  | <b>0.00%</b><br>0 | <b>25.69%</b><br>28 | 109 |
| Ease of collection use                                     | <b>14.68%</b><br>16 | <b>45.87%</b><br>50 | <b>12.84%</b><br>14 | <b>3.67%</b><br>4 | <b>22.94%</b><br>25 | 109 |
| Access to materials outside of the IDOT Library collection | <b>22.94%</b><br>25 | <b>32.11%</b><br>35 | <b>12.84%</b><br>14 | <b>1.83%</b><br>2 | <b>31.19%</b><br>34 | 109 |
| Level of Library staffing                                  | <b>18.35%</b><br>20 | <b>42.20%</b><br>46 | <b>13.76%</b><br>15 | <b>3.67%</b><br>4 | <b>22.02%</b><br>24 | 109 |

| # | Other (please specify)  | Date               |
|---|---|--------------------|
| 1 | <b>Compliments</b> Leighton is doing a GREAT job!   | 3/25/2014 8:58 AM  |
| 2 | I don't use any of the resources or services. The library is the one area where the history of the DOT and Highway Commission can be found. | 3/7/2014 5:06 PM   |
| 3 | <b>Compliments</b> Our library staff routinely deliver outstanding customer service for every customer request.                             | 2/27/2014 10:30 AM |
| 4 | We were sad to see Lori Fiscus go.  | 2/25/2014 9:51 AM  |
| 5 | <b>Compliments</b> DOT - when Leighton is gone, there is no one to help employees out- not very convenient.                                 | 2/25/2014 9:29 AM  |

## Q10 What physical (print) resources do you need that you have not found in the Library collection?

Answered: 25 Skipped: 242

| #  | Responses   | Date               |
|----|---|--------------------|
| 1  | <b>Specific subject</b> It depends on the projects I get on in the summer. Mostly Construction or Maintenance related.  | 3/14/2014 3:03 PM  |
| 2  | <b>N/A</b> N/A  | 3/7/2014 12:34 PM  |
| 3  | <b>Periodicals, Journals</b> Full electronic newspaper publication.   | 3/6/2014 9:29 AM   |
| 4  | <b>Periodicals, Journals</b> magazines  | 3/6/2014 7:50 AM   |
| 5  | <b>N/A</b> Nothing that couldn't be gotten via ILL. Most of the stuff I've been seeking is not surprising we don't have it.   | 3/5/2014 11:37 AM  |
| 6  | <b>N/A</b> None   | 3/5/2014 10:40 AM  |
| 7  | <b>N/A</b> None   | 3/3/2014 4:10 PM   |
| 8  | <b>N/A</b> none   | 2/27/2014 10:49 AM |
| 9  | <b>N/A</b> Research Reports, but librarian has gotten them for me from others   | 2/25/2014 4:51 PM  |
| 10 | <b>N/A</b> None at this time  | 2/25/2014 12:45 PM |
| 11 | <b>General Reference</b> Reference books (e.g. Idiots guide to) social media.   | 2/25/2014 10:38 AM |
| 12 | <b>Specific subject</b> very occasionally have needed rail history information  | 2/25/2014 10:24 AM |
| 13 | <b>N/A</b> Don't know.  | 2/25/2014 10:01 AM |
| 14 | <b>Periodicals, Journals</b> Resource specific journals (not practical to aquire by the library)  | 2/25/2014 10:00 AM |
| 15 | <b>Specific title</b> It would be nice, but not essential, to have a copy of the Machinery Handbook for infrequent reference.   | 2/25/2014 9:59 AM  |
| 16 | <b>N/A</b> no experience to form opinion  | 2/25/2014 9:44 AM  |
| 17 | <b>N/A</b> *  | 2/25/2014 9:06 AM  |
| 18 | <b>N/A</b> I have not sought anything in the library as of yet. I have been here for 9 months, and may use it one day.  | 2/25/2014 8:55 AM  |
| 19 | <b>N/A</b> An AISC reference was recently obtained for me on intra-library loan. As long as we can loan I'm not concerned.  | 2/25/2014 8:54 AM  |
| 20 | <b>N/A</b> None.  | 2/25/2014 8:49 AM  |
| 21 | <b>N/A</b> none   | 2/25/2014 8:42 AM  |
| 22 | <b>Software Manuals</b> User guides for software products have not always been up to date. I have not needed to access these items for quite some time so that may no longer be the case. | 2/25/2014 8:42 AM  |
| 23 | <b>Specific subject</b> safety topics pertaining to our maintenance activities  | 2/25/2014 8:42 AM  |
| 24 | <b>N/A</b> None   | 2/25/2014 8:32 AM  |
| 25 | <b>N/A</b> I can't think of any at this time.   | 2/25/2014 8:29 AM  |

## Q11 What online resources do you need access to that are \*not\* available through the Library?

Answered: 23 Skipped: 244

| #  | Responses  | Date               |
|----|--|--------------------|
| 1  | <b>Specific subject</b> Construction Design for varies projects I have been on.  | 3/14/2014 3:03 PM  |
| 2  | <b>N/A</b> N/A   | 3/7/2014 12:34 PM  |
| 3  | <b>N/A</b> Not sure.   | 3/6/2014 9:29 AM   |
| 4  | <b>N/A</b> Not aware of any.   | 3/5/2014 11:37 AM  |
| 5  | <b>N/A</b> None  | 3/5/2014 10:40 AM  |
| 6  | <b>Specific subject</b> I found it very difficult to access the online resources. A link directs the user to an external website with instructions, however, the external website is changed and the directions do not make sense anymore. It would be nice to have easy access to all the resources. Also, the new additions to the DOT library has not been updated for many years now.                  | 3/5/2014 9:12 AM   |
| 7  | <b>N/A</b> none  | 2/27/2014 10:49 AM |
| 8  | <b>N/A</b> none i can think of   | 2/25/2014 4:51 PM  |
| 9  | <b>N/A</b> None at this time   | 2/25/2014 12:45 PM |
| 10 | <b>N/A</b> Don't know.   | 2/25/2014 10:01 AM |
| 11 | <b>Specific subject</b> Resource specific journals - architecture, history, archaeology  | 2/25/2014 10:00 AM |
| 12 | <b>ASTM/AASHTO/ANSI</b> I understand the library is moving towards getting some AASHTO standards, etc.. available on line. It would be helpful to have all of the various AASHTO publications available for reference such as material specifications, design manuals, etc.... Also although used infrequently, it would be nice to have access to American National Standards Institute (ANSI) standards. | 2/25/2014 9:59 AM  |
| 13 | <b>Specific subject</b> our subproviders would benefit from access to online training benefits   | 2/25/2014 9:54 AM  |
| 14 | <b>N/A</b> no experience to form opinion   | 2/25/2014 9:44 AM  |
| 15 | <b>ASTM/AASHTO/ANSI</b> ASTM, ASHTO  | 2/25/2014 9:25 AM  |
| 16 | <b>N/A</b> *   | 2/25/2014 9:06 AM  |
| 17 | <b>N/A</b> Do not know of any.   | 2/25/2014 8:55 AM  |
| 18 | <b>N/A</b> None.   | 2/25/2014 8:49 AM  |
| 19 | <b>Specific subject</b> Full access to online historic research databases like ancestry.com would be useful when researching historic properties within a project corridor.  | 2/25/2014 8:47 AM  |
| 20 | <b>N/A</b> none  | 2/25/2014 8:42 AM  |
| 21 | <b>Specific subject</b> safety videos  | 2/25/2014 8:42 AM  |
| 22 | <b>N/A</b> None  | 2/25/2014 8:32 AM  |
| 23 | <b>N/A</b> I can't think of any at this time.  | 2/25/2014 8:29 AM  |

## Q12 What services could the Library add that would be useful to you?

Answered: 24 Skipped: 243

| #  | Responses   | Date               |
|----|---|--------------------|
| 1  | <b>Outreach</b> Not sure.   | 3/6/2014 9:29 AM   |
| 2  | <b>Journal routing / TOC</b> Hank used to send out lists of Journal articles and we could request copies of specific articles. I haven't seen that lately, although maybe I'm just not on the mailing list (I used to get them forwarded to me). Those lists of journal articles were always interesting to browse and keep current with. | 3/5/2014 11:37 AM  |
| 3  | <b>General feedback</b> I rarely use the library itself, however I often go to the librarian for questions, research assistance, requests for historical presentations and more. He has been extremely helpful and a great resource.  | 3/5/2014 9:16 AM   |
| 4  | An option to sign up where we get monthly emails with new additions, etc.   | 3/5/2014 9:12 AM   |
| 5  | <b>Outreach</b> Nothing I can think of at this time.  | 3/3/2014 4:10 PM   |
| 6  | newsletters or e-mails offering information on available reserach opportunities   | 2/27/2014 10:49 AM |
| 7  | <b>General feedback</b> All of my requests have been managed timely and with great service!   | 2/27/2014 10:30 AM |
| 8  | <b>Access - Reports, Journal</b> continued and increasing access to research reports from across the nation   | 2/25/2014 4:51 PM  |
| 9  | <b>General feedback</b> I have not personally been a user of the library until recently. I ahve been extemely pleased with the services I have recently received and plan on utilizing the library services more based on this great service.   | 2/25/2014 4:15 PM  |
| 10 | <b>Outreach</b> None at this time   | 2/25/2014 12:45 PM |
| 11 | <b>Journal routing / TOC</b> A list of all journals/magazines available for routing.  | 2/25/2014 10:38 AM |
| 12 | <b>Outreach</b> Librarian could meet with offices to learn their information/educational needs so that pertinent resources are known/found. Don't use library often, but when needed, it is needed. .   | 2/25/2014 10:24 AM |
| 13 | <b>Mobile / Tech</b> Tech devices for circulation. In the public library setting, there are devices that can be loaned to patrons. If there was this type of service, maybe DOT can eliminate buying one-time-use devices for each office that will sit in and become obsolete in a few years. Just a thought...                          | 2/25/2014 10:01 AM |
| 14 | <b>Access - Reports, Journal</b> More online journal access   | 2/25/2014 10:00 AM |
| 15 | <b>Access issue</b> online training is already added ... but ease of accessing it could be improved, especially when at home computer.  | 2/25/2014 9:54 AM  |
| 16 | <b>Outreach</b> no experience to form opinion   | 2/25/2014 9:44 AM  |
| 17 | <b>Outreach</b> *   | 2/25/2014 9:06 AM  |
| 18 | <b>RFP tracking/alerts</b> Collecting RFP's from other Government Agencies to keep on file when we need to issue an RFP for the Iowa DOT.   | 2/25/2014 8:55 AM  |
| 19 | <b>Outreach</b> ?   | 2/25/2014 8:49 AM  |
| 20 | <b>Outreach</b> none  | 2/25/2014 8:42 AM  |
| 21 | <b>Outreach</b> not sure at this point  | 2/25/2014 8:42 AM  |
| 22 | <b>Specific title</b> Prestressed Concrete Institute Journal  | 2/25/2014 8:37 AM  |
| 23 | <b>General feedback</b> current level ok  | 2/25/2014 8:32 AM  |
| 24 | <b>Outreach</b> I can't think of any at this time.  | 2/25/2014 8:29 AM  |

## Q13 Please tell us why you don't use the Library

Answered: 141 Skipped: 126

| #  | Responses  | Date              |
|----|--|-------------------|
| 1  | <b>No need</b> Don't know where it is and if we are permitted to use it.   | 3/13/2014 9:19 AM |
| 2  | <b>No need</b> <b>Outreach</b> <b>Time</b> Have not had the time or I don't know if you have anything worthwhile for me to check out for my specific job.                        | 3/12/2014 5:55 PM |
| 3  | <b>No need</b> no need   | 3/11/2014 7:36 AM |
| 4  | <b>Access</b> <b>Outreach</b> I have no idea what it has available or how to gain access.  | 3/10/2014 4:24 PM |
| 5  | <b>No need</b> <b>Outreach</b> I don't know how the Library could help me. My resources for information are the internet or networking with other staff inside or outside of DOT | 3/7/2014 5:49 PM  |
| 6  | <b>Outreach</b> did not know it was there  | 3/7/2014 1:25 PM  |
| 7  | <b>No need</b> <b>Outreach</b> No Need   | 3/6/2014 10:32 AM |
| 8  | <b>No need</b> <b>Outreach</b> Unfamiliar with it. Use google or DOT websites for information.   | 3/6/2014 10:01 AM |
| 9  | <b>Outreach</b> I have never really seen a need nor am I really aware of the resources that are available.   | 3/6/2014 7:53 AM  |
| 10 | <b>Outreach</b> Not sure what is available there   | 3/5/2014 5:31 PM  |
| 11 | <b>Access</b> <b>Outreach</b> I was not aware of the library. I have never been told about the library or how to access it.  | 3/5/2014 4:28 PM  |
| 12 | <b>Outreach</b> Have absolutely no idea what is there or how it would be of use to me in my job.   | 3/5/2014 4:06 PM  |
| 13 | <b>Outreach</b> Didn't know we had one.  | 3/5/2014 2:44 PM  |
| 14 | <b>No need</b> Have not needed to.   | 3/5/2014 1:47 PM  |
| 15 | <b>No need</b> I have hard copies of the info I need.  | 3/5/2014 1:22 PM  |
| 16 | <b>Time</b> time   | 3/5/2014 12:45 PM |
| 17 | <b>No need</b> <b>Outreach</b> Not sure what its for or what it doe's.   | 3/5/2014 12:08 PM |
| 18 | <b>No need</b> Have computer at home   | 3/5/2014 11:41 AM |
| 19 | not sure   | 3/5/2014 11:11 AM |
| 20 | <b>Outreach</b> <b>Time</b> I do not know what they have to offer, and do not have time to research.   | 3/5/2014 10:22 AM |
| 21 | <b>No need</b> I have never had the need to.   | 3/5/2014 10:14 AM |
| 22 | <b>Access</b> <b>Outreach</b> I am in Fairfield, the library is in Ames  | 3/5/2014 10:03 AM |
| 23 | <b>Access</b> <b>Outreach</b> I dont live in the area  | 3/5/2014 9:53 AM  |
| 24 | <b>No need</b> use internet  | 3/5/2014 9:45 AM  |
| 25 | <b>No need</b> Have not had the need.  | 3/5/2014 9:41 AM  |
| 26 | <b>Outreach</b> I used to get emails of new items available in my work email, but I no longer do. I believe what access I HAD has expired.                                       | 3/5/2014 9:40 AM  |
| 27 | <b>No need</b> Have not a reason to  | 3/5/2014 9:35 AM  |
| 28 | <b>No need</b> Field maintenance employee  | 3/5/2014 9:28 AM  |
| 29 | <b>Outreach</b> Do not know anything about the library or its services.  | 3/5/2014 9:28 AM  |
| 30 | <b>Time</b> Don't have the time.   | 3/5/2014 9:22 AM  |

|    |  |                    |
|----|--|--------------------|
| 31 | <b>Outreach</b> new employee - just started in November  | 3/5/2014 9:22 AM   |
| 32 | <b>Outreach</b> Not sure how to use the services   | 3/5/2014 9:22 AM   |
| 33 | <b>Time</b> just don't have time in the evening to really sit down and look at what services and information that you have. Would like to have that time to research it out as I believe I could learn a lot more about the DOT and what it has/will provide service and product wise. | 3/5/2014 9:21 AM   |
| 34 | <b>No need</b> I have encountered no need for it in my line of work. Every piece of information I have needed to find has been attainable via our clients or the internet.   | 3/5/2014 9:21 AM   |
| 35 | <b>No need</b> I don't have any work at the current time that necessitates using the library.  | 3/5/2014 9:18 AM   |
| 36 | <b>No need</b> everything I need is at my computer   | 3/5/2014 9:17 AM   |
| 37 | <b>No need</b> I have not had to do research on topics   | 3/5/2014 9:16 AM   |
| 38 | <b>Access</b> because I have no idea how to access the site.   | 3/5/2014 9:14 AM   |
| 39 | <b>No need</b> I work in Finance - nothing technical   | 3/5/2014 9:13 AM   |
| 40 | <b>No need</b> Internet. No need for library if google is available  | 3/5/2014 9:12 AM   |
| 41 | New employee, have not had to lead discussion topic at montly staff meeting.   | 3/5/2014 9:10 AM   |
| 42 | <b>Time</b> I just never have time.  | 3/5/2014 9:09 AM   |
| 43 | <b>No need</b> nothing there that I need   | 3/5/2014 9:08 AM   |
| 44 | <b>No need</b> No items of interest  | 3/5/2014 9:08 AM   |
| 45 | <b>No need</b> Most information online   | 3/5/2014 9:08 AM   |
| 46 | i do   | 3/5/2014 9:07 AM   |
| 47 | <b>No need</b> No need. I get all my resources online  | 3/5/2014 9:06 AM   |
| 48 | don't know what it offers and i do not live in the area  | 3/4/2014 1:39 PM   |
| 49 | <b>No need</b> Haven't had a need or not aware of the services that can be provided.   | 3/4/2014 10:41 AM  |
| 50 | <b>Outreach</b> Not sure   | 3/4/2014 8:50 AM   |
| 51 | <b>Access Outreach</b> I am a new employee and although I have heard about the library, I am not aware of any services available to those that are not in the Ames complex.  | 3/3/2014 3:36 PM   |
| 52 | <b>No need</b> Most of the time I use the Internet to look up what I need.   | 3/3/2014 12:30 PM  |
| 53 | <b>No need</b> The internet provides me with the resources that I require.   | 3/3/2014 11:03 AM  |
| 54 | <b>No need</b> Its winter time and so far don't see the need.  | 3/3/2014 8:31 AM   |
| 55 | <b>No need</b> Have no need to use.  | 3/3/2014 8:11 AM   |
| 56 | <b>No need</b> Info available online   | 3/3/2014 7:09 AM   |
| 57 | <b>No need Outreach</b> I have not found the need. I am located in the field and unsure how to use the library in the classical sense.   | 2/28/2014 3:37 PM  |
| 58 | <b>No need</b> i haven't felt the need to  | 2/28/2014 11:30 AM |
| 59 | <b>No need</b> I haven't thought of a reason to use it.  | 2/27/2014 3:53 PM  |
| 60 | <b>No need</b> I find what I need on the internet  | 2/27/2014 3:40 PM  |
| 61 | <b>No need</b> Haven't had the need.   | 2/27/2014 12:04 PM |
| 62 | <b>No need</b> Haven't had the need  | 2/27/2014 9:25 AM  |
| 63 | <b>Outreach</b> Not sure of what is available.   | 2/26/2014 3:32 PM  |
| 64 | <b>Outreach</b> Don't know how to use it, don't know what's available, not sure whether it would help me in my job.  | 2/26/2014 12:37 PM |
| 65 | <b>Outreach</b> Don't know about it.   | 2/26/2014 11:44 AM |

|    |   |                    |
|----|---|--------------------|
| 66 | <b>Time</b> Just really don't have time to use this option at work.   | 2/26/2014 11:15 AM |
| 67 | <b>Access</b> <b>No need</b> <b>Time</b> 1) I'm not in Ames where the library is. 2) The internet is faster -- MUCH faster.   | 2/26/2014 10:24 AM |
| 68 | <b>Outreach</b> No idea what they offer and no readily available catalog to browse through, that I know of.   | 2/26/2014 10:18 AM |
| 69 | <b>Access</b> <b>Outreach</b> My work location is in Cherokee dont get to Ames often  | 2/26/2014 9:06 AM  |
| 70 | <b>No need</b> internet has most  | 2/26/2014 8:40 AM  |
| 71 | <b>Time</b> dont have the time too  | 2/25/2014 5:36 PM  |
| 72 | <b>No need</b> I can use internet to get information I need   | 2/25/2014 4:56 PM  |
| 73 | <b>Time</b> Never took the time   | 2/25/2014 4:27 PM  |
| 74 | <b>No need</b> I haven't had a need for it.   | 2/25/2014 3:29 PM  |
| 75 | <b>No need</b> Have not had a need too.   | 2/25/2014 3:28 PM  |
| 76 | DON'T WANT TO   | 2/25/2014 2:56 PM  |
| 77 | <b>Access</b> <b>No need</b> <b>Outreach</b> So far, I have had no need to access the DOT library, plus I work across the street in the North Annex.  | 2/25/2014 1:27 PM  |
| 78 | <b>Access</b> <b>Outreach</b> Too far for me to get material  | 2/25/2014 11:37 AM |
| 79 | <b>Outreach</b> <b>Time</b> Have only been employeeed at the DOT for about 4 months so haven't really had time to check it out.   | 2/25/2014 11:36 AM |
| 80 | <b>No need</b> Have not had a need to use   | 2/25/2014 11:26 AM |
| 81 | Do not know of materials that can be used for my work.  | 2/25/2014 10:53 AM |
| 82 | <b>No need</b> Haven't needed anything from there   | 2/25/2014 10:45 AM |
| 83 | <b>No need</b> everything is electronic and no use for this library   | 2/25/2014 10:41 AM |
| 84 | <b>Access</b> <b>Outreach</b> Too far away.   | 2/25/2014 10:18 AM |
| 85 | s   | 2/25/2014 10:00 AM |
| 86 | <b>Access</b> <b>Outreach</b> The library has become progressively more difficult to access due to the higher security at the complex. I don't have an employee id card and usually don't bother to sign in unless absolutely necessary. I also do not have many opportunities to visit Ames. | 2/25/2014 9:59 AM  |
| 87 | <b>No need</b> I don't have any need for the resources that the library offers that I am aware of.  | 2/25/2014 9:55 AM  |
| 88 | <b>Time</b> I just haven't taken the time to explore it...seems as though there is other work that takes priority   | 2/25/2014 9:53 AM  |
| 89 | <b>No need</b> <b>Outreach</b> My research involves finance and online sites. I don't take the time to visit the library to see what is offered. I think of it as legal documents. Sorry.   | 2/25/2014 9:52 AM  |
| 90 | <b>No need</b> Most of the information I need for my job is web-based. Free time (lunches and breaks), I guess I just haven't gone up there.  | 2/25/2014 9:40 AM  |
| 91 | <b>No need</b> Just never have needed to use it.  | 2/25/2014 9:34 AM  |
| 92 | <b>No need</b> No need  | 2/25/2014 9:33 AM  |
| 93 | <b>Access</b> <b>No need</b> <b>Outreach</b> My office isn't in the main complex. If I need to look up an address, I use the internet rather than a telephone book.   | 2/25/2014 9:27 AM  |
| 94 | <b>No need</b> <b>Time</b> I don't have the time and I'm not sure it would useful to me.  | 2/25/2014 9:27 AM  |
| 95 | <b>Access</b> <b>Outreach</b> Rarely in Ames. Not sure what's even in the library.  | 2/25/2014 9:27 AM  |
| 96 | <b>No need</b> Just haven't had to use it.  | 2/25/2014 9:25 AM  |

|     |   |                   |
|-----|---|-------------------|
| 97  | <b>Access</b> <b>Outreach</b> I do not have a employee id pass so I can get into the central complex without spending 15 minutes to check in and sign away my first born before I am allowed to enter. Also we are discouraged from attempting to learn anything to better ourselves because any kind of classes we might want to take cost \$ and we are supposed to cut back because of the budget or so It seemed from our former District Engineer as almost any time I wanted to get training, I was denied. When I first started with the DOT, We were encouraged to take as many classes as we could to better ourselves, But it dosen't seem to be the case anymore, unless you have a P.E. after your name, Then it does not seem to be a problem. | 2/25/2014 9:21 AM |
| 98  | <b>Access</b> <b>Outreach</b> I tried to find out how to access it but find it hard to find how to get information.   | 2/25/2014 9:19 AM |
| 99  | <b>No need</b> I have been able to find what I need on the intranet and internet.   | 2/25/2014 9:19 AM |
| 100 | <b>Outreach</b> I have thought about it but was not sure how to go about getting a library card.  | 2/25/2014 9:18 AM |
| 101 | <b>Access</b> <b>Outreach</b> I work in Ankeny  | 2/25/2014 9:13 AM |
| 102 | <b>No need</b> No need  | 2/25/2014 9:11 AM |
| 103 | <b>Access</b> <b>Outreach</b> To far away.  | 2/25/2014 9:05 AM |
| 104 | <b>No need</b> I am never asked to do any research on transportation matters  | 2/25/2014 9:03 AM |
| 105 | <b>Outreach</b> Did not know about it   | 2/25/2014 9:03 AM |
| 106 | <b>Access</b> <b>Outreach</b> <b>Time</b> I live in Sioux City, I don't have any extra time.  | 2/25/2014 9:02 AM |
| 107 | <b>No need</b> I research online from my desk.  | 2/25/2014 9:02 AM |
| 108 | <b>No need</b> I really don't think about it. Most of the stuff I look up I can find on DOT.net   | 2/25/2014 9:01 AM |
| 109 | <b>No need</b> Availability of information on internet, proximity to library  | 2/25/2014 9:01 AM |
| 110 | <b>No need</b> My work doesn't involve research.  | 2/25/2014 9:00 AM |
| 111 | <b>No need</b> I just have not looked into it.  | 2/25/2014 8:57 AM |
| 112 | <b>No need</b> Have never had a reason to use the Library.  | 2/25/2014 8:57 AM |
| 113 | ?   | 2/25/2014 8:55 AM |
| 114 | <b>No need</b> I don't know that I have a need for anything that is up there to do my daily job.  | 2/25/2014 8:54 AM |
| 115 | <b>No need</b> I have most of the information that I need already available to me.  | 2/25/2014 8:53 AM |
| 116 | <b>Outreach</b> Don't know where it is....what it has...and when do I need it for my job? Don't know.   | 2/25/2014 8:52 AM |
| 117 | <b>Outreach</b> Not sure how to use the library, and not sure what materials are allowed.   | 2/25/2014 8:52 AM |
| 118 | <b>No need</b> Everything I need is online  | 2/25/2014 8:51 AM |
| 119 | <b>Outreach</b> Not sure how to use the library, and not sure what materials are allowed for use  | 2/25/2014 8:50 AM |
| 120 | <b>No need</b> I just started working for the DOT in October and have not yet had a need.   | 2/25/2014 8:46 AM |
| 121 | <b>No need</b> My job does not require use.   | 2/25/2014 8:45 AM |
| 122 | <b>No need</b> Never had a reason to use the library. Seems like I am able to get all my research off of the internet.  | 2/25/2014 8:40 AM |
| 123 | <b>No need</b> I receive my own perodicals for my job function  | 2/25/2014 8:39 AM |
| 124 | <b>No need</b> I never think to use it. I have looked for information in the past.  | 2/25/2014 8:38 AM |
| 125 | <b>Time</b> do not have a chance  | 2/25/2014 8:38 AM |
| 126 | <b>No need</b> Never had a NEED   | 2/25/2014 8:38 AM |
| 127 | <b>No need</b> no reason to   | 2/25/2014 8:38 AM |
| 128 | <b>No need</b> I went there once for the orientation tour. No needs since then.   | 2/25/2014 8:37 AM |
| 129 | <b>No need</b> Use the internet and colleagues  | 2/25/2014 8:35 AM |
| 130 | <b>No need</b> I have not found the need. I can find the resources that I need in other locations.  | 2/25/2014 8:35 AM |



|     |  |                   |
|-----|--|-------------------|
| 131 | <b>No need</b> <b>Outreach</b> There aren't any publications related to current IT practices.  | 2/25/2014 8:34 AM |
| 132 | <b>No need</b> I can find everything online that I need.   | 2/25/2014 8:34 AM |
| 133 | <b>Access</b> <b>Outreach</b> Not really sure what this library is all about. Though some stuff is on line, it's physically located in Ames and as such I don't get in there to explore what it has to offer or get started on any on line stuff | 2/25/2014 8:32 AM |
| 134 | <b>Access</b> <b>Outreach</b> Location   | 2/25/2014 8:31 AM |
| 135 | <b>No need</b> I don't have a need to use the library  | 2/25/2014 8:31 AM |
| 136 | <b>No need</b> No reason   | 2/25/2014 8:31 AM |
| 137 | <b>Outreach</b> Just don't think to use it or see what is available.   | 2/25/2014 8:30 AM |
| 138 | <b>No need</b> <b>Outreach</b> The monthly publications that are routed through our office I read, but I've never actually gone up and gotten materials from the library to use.   | 2/25/2014 8:30 AM |
| 139 | <b>Time</b> Don't have time during work hours - schedule doesn't allow   | 2/25/2014 8:29 AM |
| 140 | <b>No need</b> no need   | 2/25/2014 8:28 AM |
| 141 | <b>No need</b> I did not need to. I get my information from internet   | 2/25/2014 8:27 AM |

## Q14 What services or materials could the Library provide that you haven't found?

Answered: 84 Skipped: 183

| #  | Responses   | Date              |
|----|---|-------------------|
| 1  | <b>Outreach</b> not sure  | 3/12/2014 5:55 PM |
| 2  | <b>Outreach</b> dont know   | 3/11/2014 7:36 AM |
| 3  | <b>Outreach</b> Anything that would help me do a better job. You can never know too much!                                   | 3/10/2014 4:24 PM |
| 4  | <b>Outreach</b> I just need to learn to use the Library more often. Not sure how to do that.                                | 3/7/2014 5:49 PM  |
| 5  | <b>Outreach</b> Unsure  | 3/6/2014 10:01 AM |
| 6  | <b>DOT and modal history</b> I would be interested in learning more about the history of the DOT, Rail, and other things.   | 3/6/2014 7:53 AM  |
| 7  | <b>Outreach</b> n/a   | 3/5/2014 2:44 PM  |
| 8  | <b>Outreach</b> unknown   | 3/5/2014 1:22 PM  |
| 9  | <b>Outreach</b> Not sure.   | 3/5/2014 12:08 PM |
| 10 | <b>Outreach</b> Don't know  | 3/5/2014 11:41 AM |
| 11 | <b>Outreach</b> more info about the library   | 3/5/2014 11:11 AM |
| 12 | <b>Outreach</b> Unknown   | 3/5/2014 10:22 AM |
| 13 | <b>Outreach</b> None  | 3/5/2014 10:14 AM |
| 14 | <b>Outreach</b> nothing   | 3/5/2014 9:53 AM  |
| 15 | <b>New acq list</b> I haven't reviewed new materials lists lately because I no longer get the emails from the State Library | 3/5/2014 9:40 AM  |
| 16 | <b>Outreach</b> ?   | 3/5/2014 9:28 AM  |
| 17 | <b>Outreach</b> The Internet provides most of the services and materials that I need.                                       | 3/5/2014 9:22 AM  |
| 18 | <b>Accounting pronouncements</b> Not sure if they have them but accounting pronouncements would be helpful                  | 3/5/2014 9:22 AM  |
| 19 | <b>Outreach</b> None that I know of.  | 3/5/2014 9:21 AM  |
| 20 | <b>Outreach</b> none  | 3/5/2014 9:18 AM  |
| 21 | <b>Outreach</b> not sure  | 3/5/2014 9:17 AM  |
| 22 | <b>Outreach</b> n/a   | 3/5/2014 9:16 AM  |
| 23 | <b>Outreach</b> never used it   | 3/5/2014 9:14 AM  |
| 24 | <b>Outreach</b> I really don't know what is there for me.   | 3/5/2014 9:13 AM  |
| 25 | <b>Outreach</b> none  | 3/5/2014 9:12 AM  |
| 26 | <b>Outreach</b> unsure  | 3/5/2014 9:10 AM  |
| 27 | <b>Outreach</b> I haven't been there.   | 3/5/2014 9:09 AM  |
| 28 | <b>Outreach</b> none  | 3/5/2014 9:08 AM  |
| 29 | <b>Outreach</b> None  | 3/5/2014 9:08 AM  |
| 30 | <b>Outreach</b> unknown.  | 3/5/2014 9:06 AM  |
| 31 | <b>Outreach</b> N/A   | 3/4/2014 1:39 PM  |

|    |   |                    |
|----|---|--------------------|
| 32 | <b>Outreach</b> Perhaps the library could provide online services to field offices (non Ames complex users) such as electronic versions of AASHTO's "A Policy on Geometric Design of Highways and Streets, 6th Edition," more commonly known as "the Green Book," or other similar resources. Additionally, perhaps the library could be a source of material for employee training resources (videos, DVDs, etc.). For field employees, perhaps mail order service of items could be offered, similar to the way InTrans/Iowa LTAP's Stanley L. Ring Memorial Library works. | 3/3/2014 3:36 PM   |
| 33 | <b>Outreach</b> none  | 3/3/2014 12:30 PM  |
| 34 | <b>Outreach</b> Not sure  | 3/3/2014 8:31 AM   |
| 35 | <b>Outreach</b> not sure  | 2/27/2014 3:53 PM  |
| 36 | <b>Outreach</b> N/A   | 2/27/2014 12:04 PM |
| 37 | <b>Outreach</b> Unknown   | 2/27/2014 9:25 AM  |
| 38 | <b>Outreach</b> I haven't really looked for anything at the library.  | 2/26/2014 12:37 PM |
| 39 | <b>Outreach</b> Provide the time at work to access and use this available option.   | 2/26/2014 11:15 AM |
| 40 | Computer study guides   | 2/26/2014 8:40 AM  |
| 41 | <b>Outreach</b> Don't know  | 2/25/2014 4:27 PM  |
| 42 | none  | 2/25/2014 3:29 PM  |
| 43 | NONE  | 2/25/2014 2:56 PM  |
| 44 | Nothing that I can think of.  | 2/25/2014 1:27 PM  |
| 45 | We deal with highways and always safety minded  | 2/25/2014 11:37 AM |
| 46 | Not sure...haven't seemed to need anything. I have all the resources I need here or online.   | 2/25/2014 10:45 AM |
| 47 | none  | 2/25/2014 10:41 AM |
| 48 | None  | 2/25/2014 10:18 AM |
| 49 | s   | 2/25/2014 10:00 AM |
| 50 | Maybe you have something available that I am not aware of. However, some type of online access to the card catalog so that materials could be sent via DOT local mail.  | 2/25/2014 9:59 AM  |
| 51 | Can't think of anything at this time.   | 2/25/2014 9:55 AM  |
| 52 | NA  | 2/25/2014 9:53 AM  |
| 53 | I honestly cannot answer this without taking time to visit and know our library.  | 2/25/2014 9:52 AM  |
| 54 | Honestly, I don't even know what all we have in the library.  | 2/25/2014 9:40 AM  |
| 55 | I have never used it.   | 2/25/2014 9:34 AM  |
| 56 | None. Everything we use can be found online. It would be less efficient to look up paper in a library.  | 2/25/2014 9:33 AM  |
| 57 | Don't know, haven't used it.  | 2/25/2014 9:25 AM  |
| 58 | I am not sure what they even have anymore as I have not been there for a few years. I used to stop by everytime I was in Ames almost and would check out materials to gain knowledge, But since I can't go there any longer, I really can't answer this question. Does the IDOT library have a link online or on dotnet where I might find out what services or materials they have?  | 2/25/2014 9:21 AM  |
| 59 | transportation stats, materials, information reference safety in transportation   | 2/25/2014 9:19 AM  |
| 60 | I'm not sure, since I've found everything I was looking for from my desk via the internet.  | 2/25/2014 9:19 AM  |
| 61 | I have not tried to search for anything.  | 2/25/2014 9:18 AM  |
| 62 | n/a   | 2/25/2014 9:13 AM  |
| 63 | None  | 2/25/2014 9:11 AM  |
| 64 | don't know have never been there in 18 years with department  | 2/25/2014 9:03 AM  |

|    |   |                   |
|----|---|-------------------|
| 65 | I would love to see an inventory of products / materials & services the library offers. | 2/25/2014 9:01 AM |
| 66 | none  | 2/25/2014 9:01 AM |
| 67 | ?   | 2/25/2014 8:55 AM |
| 68 | ?   | 2/25/2014 8:53 AM |
| 69 | Online periodicals.   | 2/25/2014 8:52 AM |
| 70 | I'm not sure.   | 2/25/2014 8:46 AM |
| 71 | I really haven't researched what all is available.                                      | 2/25/2014 8:45 AM |
| 72 | Don't know.   | 2/25/2014 8:40 AM |
| 73 | Nothing   | 2/25/2014 8:39 AM |
| 74 | not sure  | 2/25/2014 8:38 AM |
| 75 | I now know they have books that we can check on the management aspect.                  | 2/25/2014 8:38 AM |
| 76 | N/A   | 2/25/2014 8:38 AM |
| 77 | unknown   | 2/25/2014 8:38 AM |
| 78 | none  | 2/25/2014 8:35 AM |
| 79 | Current programming books and manuals   | 2/25/2014 8:34 AM |
| 80 | None  | 2/25/2014 8:34 AM |
| 81 | ?   | 2/25/2014 8:31 AM |
| 82 | Unknown   | 2/25/2014 8:30 AM |
| 83 | none  | 2/25/2014 8:28 AM |
| 84 | None  | 2/25/2014 8:27 AM |

## **Appendix B**

### **Iowa Department of Transportation Library Services, Collection & Technology Assessment: Disaster Preparedness Manual**

# **Iowa Department of Transportation Library Disaster Preparedness Manual**

**June 16, 2014**

**Prepared by  
HS InFocus LLC**

## **Table of Contents**

### **DISASTER RESPONSE PLAN**

- Introduction
- Immediate Emergency Response  
In-House Emergency Team
- Facilities: Locations of Emergency Systems
- Emergency Services
- Responsibilities for Collections Disaster Response & Recovery
- Collection Salvage Priorities
- Collection Salvage Supplies

### **EMERGENCY PLANNING & RECOVERY DOCUMENTS**

- Salvage of Water Damaged Materials
- Salvage Glossary
- Emergency History
- Locations Where This Plan is on File
- Map of Priority Collections and Emergency  
Systems
- Disaster Recovery and Salvage Services
- Acknowledgments

## Introduction

This manual is designed to provide guidance, instruction, and contacts for immediate response to water or fire emergency in the Iowa Department of Transportation Library. This manual does not cover emergency needs of people. Such emergencies involving people are the jurisdiction of the Support Services and Security departments of the Iowa Department of Transportation.

This plan is limited to the library space and its collections. Facilities issues: structural, environmental systems, power, water damage, etc. are the responsibility of the Iowa DOT Support Services and Security departments. In all emergencies, the library staff and volunteers will follow Iowa DOT emergency procedures.

Damage to the collections contained within the Iowa DOT Library will follow the procedures of this manual. These efforts are: protection, stabilization, salvage, evaluation and remediation. The Preservation Department at Iowa State University has graciously offered its assistance, facilities and equipment in these efforts, when possible.

In cases of small emergencies, the Iowa DOT Library and the Preservation Department at Iowa State University can manage the situation without calling on the resources and procedures set out in this plan. A small emergency would be fewer than 200 volumes or items affected. For more extensive damage to the collections, this plan details arrangements and decisions made before any emergency occurs, and the actions to take both during the process of recovery and after the recovery is complete.

The Disaster Response Team is comprised of the Iowa DOT departments listed in each section and is based on job responsibilities and jurisdiction within the Iowa DOT facility, and will be reviewed annually by the library staff. Regular training and review of emergency procedures is recommended and will be the library staff's responsibility to arrange with specific departments. The Disaster Response Team, under the direction of the Librarian, will have the authority to carry out disaster response and salvage, and deal with its aftermath.

Although time is of the essence when dealing with water damage, personal safety is always the number one priority in dealing with an emergency. Only after the building has been deemed safe by the fire department, Support Services and Security, and the Librarian, will the Disaster Response Team reenter the building and begin response procedures. **Note that mold can grow within 24-48 hours under warm, damp conditions.** Some individuals may be sensitive to mold and should be warned in advance that conditions are right for mold growth.

Copies of the Disaster Plan will be kept both on-site and off. Recommended locations for copies are: in the library, Support Services, Maintenance and Security offices. The Librarian should keep personal copies at home. An electronic copy will be maintained by the library's web site.

This manual will be reviewed annually to verify names and phone numbers of library staff, department contacts, vendors, and material and equipment suppliers. Disaster kits will be checked and restocked as necessary. Changes in collection priorities and location, security and safety procedures, and building space will also be identified and updated.



## Immediate Emergency Response

- Assess your own safety and act accordingly.
- Elicit help from a co-worker or another person in the area.
- Act to protect lives, then physical property.

**MAKE THE FOLLOWING PHONE CALLS in the order shown, based on the type of emergency. *\*\*Use departmental phones when possible, to log the call with Support Services.***

| TYPE OF EMERGENCY            | WHO TO CALL  |
|------------------------------|--|
| Fire                         | 9-911  |
| People Hurt                  | 9-911  |
| Water / Electrical Damage    | Maintenance Supervisor<br>(515) 239-1299 (office)<br>(515) 231-3969 (mobile)                         |
| Building or Equipment Damage | Support Services<br>(515) 239-1299   |
| Collection Damage            | Support Services<br>(515) 239-1299<br>ISU Parks Library Preservation<br>Department<br>(515) 294-3540 |
| Computer Damage              | Information Technology<br>(515) 239-1284<br>Enterprise Services<br>(515) 239-1583                    |

## **Disaster Response Team**

The administrators of each vital department are listed as first contacts:

1. Disaster Team Leader: Leighton Christiansen, Librarian, (515) 239-1200
2. Research and Analytics Department, Peggi Knight, Director, (515)-239-1530
3. Support Services: Annette Dunn, Director of Support Services, (515) 239-1299
4. Employee Services: Todd Sadler, Director of Employee Services, (515) 239-1399
5. Enterprise Services: Jeff Sundholm, Director of Enterprise Services, (515) 239-1284
6. Location & Environment: Jim Rost, Director of Location & Environment,  
(515) 239-1798
7. Safety: Jim Peters, Safety Team Leader (515) 231-5421 (mobile)
8. Maintenance Services: Brett Hambly, Maintenance Supervisor, (515) 239-1299 (office);  
(515) 231-3969 (mobile)
9. Records Preservation: Kelly Popp, Director of Electronic Records Management,  
(515) 239-1295
10. Iowa Department of Transportation: Paul Trombino III, Director (515) 239-1111
11. Salvage, Recovery: Iowa State University Parks Library Preservation Department, Hilary Seo,  
(515) 239-1299 (voluntary)

*See Responsibilities for Collections Disaster Response & Recovery* for additional instructions.

## Locations of Emergency Systems

Master controls for the building systems are the responsibility of Support Services. The following are the emergency systems you should be aware of in the library.

### A. Fire Suppression Systems (by room or area)

1. Fire extinguishers: North and south end of each hallway entering the library
2. Fire hoses: None
3. Other: \_\_\_\_\_

### B. Keys

Key boxes: None

Individuals with master and/or special keys:

1. Leighton Christiansen, Librarian, (515) 239-1200
2. Brett Hambly, Maintenance Supervisor, (515) 239-1299 (office); (515) 231-3969 (mobile)
3. Other: \_\_\_\_\_

### C. Fire Alarm Pull Boxes (See Map)

### D. Smoke Detectors (See Map)

**Other:**

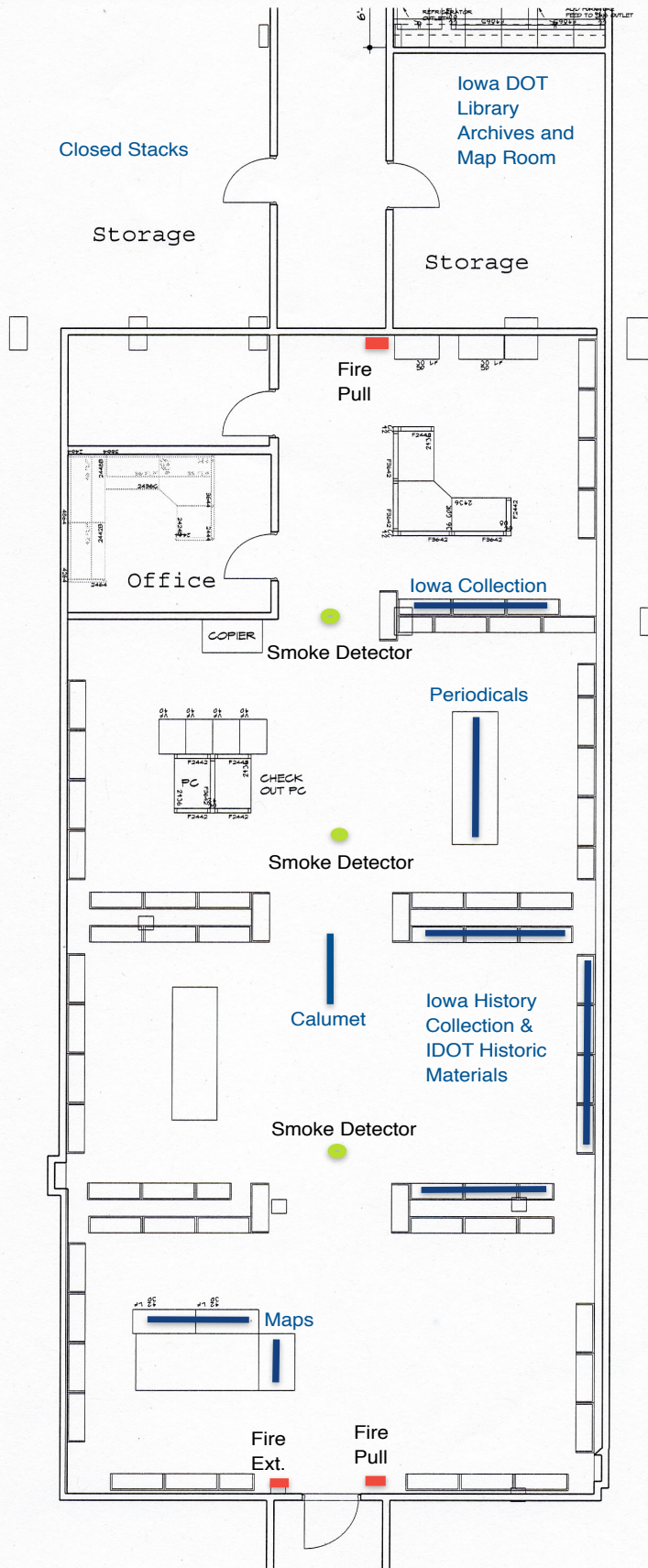
---

---

---

---

---



## **Emergency Services**

***\*\*Use departmental phones when possible, to log the call with Support Services.***

| <b><u>Company/Service and Name of Contact</u></b>                        | <b><u>Phone #</u></b>             |
|--|-----------------------------------|
| Security:  | (515) 239-1710                    |
| Fire Dept.:  | 9 – 911                           |
| Police/Sheriff:  | 9 – 911                           |
| Ambulance:   | 9 – 911                           |
| <b>Maintenance/Utilities</b>   |                                   |
| Janitorial Service: Scott Nelson   | (515) 239-1299                    |
| Plumber: Brett Hambly  | (515) 239-1299                    |
| Electrician: Brett Hambly  | (515) 239-1299                    |
| Locksmith: Doug Wiseman  | (515) 239-1299                    |
| Carpenter: Brett Hambly  | (515) 239-1299                    |
| Gas Company: Alliant Energy  | 1-800-ALLIANT<br>(1-800-255-4268) |
| Electric Company: City of Ames   | (515) 232-5240                    |
| Water Utility: City of Ames  | (515) 239-5120                    |
| <b>Insurance</b>   |                                   |
| Self-Insured: Rhonda Giebelstein   | (515) 239-1136                    |
| <b>Conservators/Specialists</b>  |                                   |
| Library Materials: Hilary Seo, ISU Parks Library Preservation Department | (515) 294-3540                    |
| Computer Records: Kelly Popp   | (515) 239-1295                    |
| <b>Recovery Assistance</b>   |                                   |
| Preservation: ISU Parks Library Preservation Department                  | (515) 294-3540                    |
| Local Freezer Facilities: ISU Parks Library Preservation Department      | (515) 294-3540                    |

## **Emergency Services, cont.**

### **Other**

Legal Advisor: David Gorham  
Architect: Support Services

(515) 239-1711  
(515) 239-1299

### **Notes:**

---

---

---

---

---

## Responsibilities for Collections Disaster Response & Recovery

Identify and list at least one person and an alternate (if possible) for each responsibility. Sometimes a group or committee will bear responsibility.

| <b>Assessment &amp; Documentation</b>  | <b>Name &amp; Contact Information</b>   |
|--|---|
| Assesses and estimates the type and extent of the damage.  | Leighton Christiansen (515) 239-1200<br>Hilary Seo, (515) 294-3540 (volunteer)<br>Volunteers, as assigned |
| Contacts insurance manager and fills out required forms.   | Leighton Christiansen (515) 239-1200<br>Hilary Seo, (515) 294-3540  |
| Ensures proper documentation of damage (pictures, videos, etc.)  | Leighton Christiansen (515) 239-1200  |
| Estimates number of personnel needed to complete the work & time needed for recovery.                        | Leighton Christiansen (515) 239-1200<br>Hilary Seo, (515) 294-3540 (volunteer)                            |
| Evaluates and recommends if salvage can be done at ISU Parks Library, or if outside contractors are needed.  | Leighton Christiansen (515) 239-1200<br>Hilary Seo, (515) 294-3540 (volunteer)                            |
| Identifies offsite storage locations, if an outside contractor is not needed.                                | Leighton Christiansen (515) 239-1200  |
| Formulates logistics for packing and moving materials if an outside contractor is not used.                  | Leighton Christiansen (515) 239-1200  |
| Records all locations of materials on and offsite, including contents of boxes, box and pallet numbers, etc. | Leighton Christiansen (515) 239-1200  |
| Records chronology of major events and decisions made.   | Leighton Christiansen (515) 239-1200  |
| Handles all public relations and media.  | Andrea Henry, (515) 239-1730  |
| Provides communication with staff and volunteers.  | Leighton Christiansen (515) 239-1200  |
| <b>Security</b>  |   |
| Secures and protects the building's contents   | Security, (515) 239-1710  |
| <b>Financial Issues</b>  |   |
| Tracks the monetary impact of all decisions.   | Annette Dunn - building issues only, (515) 239-1299   |
| Arranges for funds necessary to buy supplies, equipment, food, etc.  | Leighton Christiansen (515) 239-1200  |

|   |  |
|---|--|
|   |  |
| <b>Salvage Operations</b>   | Leighton Christiansen (515) 239-1200                               |
| Deploys work teams.   | Hilary Seo, (515) 294-3540   |
|   |  |
| Supervises work teams in proper packing and personal safety.  | Leighton Christiansen (515) 239-1200                               |
|   |  |
| Keeps inventory control of items being removed or discarded.  | Leighton Christiansen (515) 239-1200                               |
|   |  |
| <b>Supplies and Equipment</b>   |  |
| Responsible for ordering, delivery and dispersal of sufficient quantities of the appropriate materials for packing out.           | Leighton Christiansen (515) 239-1200                               |
|   |  |
| Responsible for ordering, delivery and dispersal of sufficient quantities of food, water and other comfort items for the workers. | Leighton Christiansen (515) 239-1200                               |
|   |  |
| <b>Building Issues</b>  |  |
| All issues leading up to the eventual restoration of the building to normal.  | Annette Dunn, (515) 239-1299<br>Brett Hambly, (515) 239-1299       |
|   |  |
| Identification of locations for response and salvage activities.  | Leighton Christiansen (515) 239-1200<br>Hilary Seo, (515) 294-3540 |
|   |  |
| <b>Personnel Issues</b>   |  |
| Provides communications with staff.   | Brett Hambly, (515) 239-1299                                       |
|   |  |
| Handles health, safety and comfort (physical and emotional) concerns.   | Jim Peters, (515) 231-5421   |
|   |  |
| Coordinates and monitors the use of volunteers.   | Leighton Christiansen, (515) 239-1200                              |



## Collection Salvage Priorities

### 1. Salvage Priorities – Collections

Listed below are those portions of the collection to which salvage priorities have been assigned.

| <b><u>Priority</u></b>         | <b><u>Location</u></b>            | <b><u>Special Notes</u></b> |
|--------------------------------|-----------------------------------|-----------------------------|
| Calumet                        | Display case                      | Gift of Sioux Nation        |
| Iowa History Collection        | (see collection map, Appendix...) |                             |
| Iowa DOT Historic Publications | (see collection map, Appendix...) |                             |
| AASHTO Historic Publications   | (see collection map, Appendix...) |                             |
| Historic Maps and Atlases      | (see collection map, Appendix...) |                             |

### 2. Salvage Priorities – Bibliographic Records

The library does not have it's own integrated system and catalog. Bibliographic records are on offsite servers at the State Library of Iowa.

### 4. Salvage Priorities – Other

| <b><u>Priority</u></b> | <b><u>Location</u></b> | <b><u>Special Notes</u></b> |
|------------------------|------------------------|-----------------------------|
|------------------------|------------------------|-----------------------------|

#### Notes:

---

---

---

---

---

## Salvage Supplies

### EMERGENCY SUPPLY KIT

The following items should be stored in a secure but accessible place. Five gallon buckets with lids can hold many of the items in strategic locations in the library. Rolls of polyethylene sheeting and other large items should be stored in waterproof tubs in accessible locations. Specialized materials and equipment used in some of the procedures below are available at the Iowa State University Parks Library Preservation Department, and as part of the services of outside contractors. The detailed salvage methods and procedures that follow in the next section are not intended to go beyond the initial steps. The Iowa DOT is not equipped to undertake extensive salvage operations; instead the information is for edification of staff in the initial stages of salvage and to support the procurement of services.

1. **Polyethylene Sheeting** (4 mil), 10' x 25' rolls, to cover shelves and books
2. **Cutters**, to cut sheeting
3. **Duct Tape**, to secure sheeting
4. **Paper Towels**, for partial interleaving and air drying
5. **Heavy-Duty Extension Cable** (100' length)
6. **Power-Bar Multi Outlet**
7. **Wax or Freezer Paper**, cut in sheets for freezer packing
8. **Pens, Pads, and Pencils**, for marking boxes and documentation
9. **Flashlight**
10. **Disposable or One-Use Camera**
11. **Hard Hat**
12. **Safety Gloves**
13. **Safety Goggles**
14. **Disposable N-95 Respirators**, in case of mold
15. **Protective Aprons**
16. **Fishing Line and Plastic Pegs**, for air drying
17. **Mylar Sheets**
18. **Cordon Tape**

## Salvage of Water Damaged Collections

### Books: Cloth or Paper Covers

#### Priority

Freeze or dry within 48 hours. **Coated paper** must not be allowed to air dry in a clump or it will permanently block together. If slightly damp and the pages are separable, air-dry interleaved pages before items have an opportunity to dry. If saturated, coated paper must be frozen as soon as possible for subsequent vacuum freeze-drying.

#### Handling Precautions

Do not move items until a place has been prepared to receive them. Do not open or close books or separate covers. Oversized books need to be fully supported; it may only be possible to move one at a time.

#### Preparation for Drying

Closed books that are muddy should be rinsed before freezing. If air-drying is not possible, books should be frozen within 48 hours. Separate with freezer paper, pack spine down in milk crates, plastic boxes, or cardboard boxes lined with plastic sheeting.

**Coated paper** requires that each and every page be interleaved with a non-stick material such as silicone release paper, Holytex, or wax paper. If the leaves cannot be separated without further damage, the book cannot be air dried successfully and must be prepared for vacuum freeze-drying.

#### Drying Methods

*Air Drying* is suitable for small quantities for books (less than 100 volumes) that are not thoroughly soaked. Requires space in an area away from the disaster to spread the books out. Books are stood upright and gently fanned open to dry. Keep air moving at all times using fans. Direct fans into the air and away from the drying volumes. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

**Oversize volumes** must lay flat and should be turned when the blotter is changed. Pages should be interleaved with sheets of uninked newsprint or blotting paper that is changed as it becomes saturated.

*Freeze Drying* (not vacuum thermal drying) is suitable for large quantities of books and books that are very wet. Pack as described above and ship to drying facility.

*Vacuum Freeze Drying* is suitable for large quantities of books. Wet *coated* paper can only be dried by this method. Pack as described above and ship to drying facility. Pack carefully, as volumes packed with distortions will retain that distortion permanently after vacuum freeze-drying.

## **Books: Leather or Vellum Covers**

### **Priority**

Freeze as soon as possible; vellum will distort and disintegrate in water.

### **Handling Precautions**

Do not move items until a place has been prepared to receive them. Do not open or close books or separate covers. Oversized books need to be fully supported; it may only be possible to move one at a time.

### **Preparation for Drying**

Closed books that are muddy should be rinsed before freezing. If air-drying is not possible, books should be frozen, preferably blast frozen, as soon as possible. Separate with freezer paper, pack spine down in milk crates, plastic boxes, or cardboard boxes lined with plastic sheeting.

### **Drying Procedure**

*Freeze drying* is the preferred method. Books should be separated with freezer paper and packed spine down in milk crates, plastic boxes, or cardboard boxes lined with plastic sheeting.

*Air Drying* may be used for items that are not very wet. This requires space in an area away from the disaster to spread the books out. Books are stood upright and gently fanned open to dry.

**Coated paper** requires that each and every page be interleaved with non-stick materials such as silicone release paper, Holytex, or wax paper.

**Oversize volumes** must lay flat and should be turned when the blotter is changed. Pages should be interleaved with sheets of uninked newsprint or blotting paper that is changed as it becomes saturated.

Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

## **Paper: Uncoated**

### **Priority**

Air dry or freeze within 48 hours. Records with water-soluble inks should be frozen immediately to arrest the migration of moisture that will feather and blur inks. Records that show signs of previous bacterial growth should also be frozen immediately if they cannot be air-dried.

### **Handling Precautions**

Paper is very weak when wet and can easily tear if unsupported while handling.

### **Preparations for Drying**

Pack flat sheets in bread trays, flat boxes, or on plywood sheets covered with polyethylene. Bundle rolled items loosely and place horizontally in boxes lined with a release layer. Remove drawers from flat files; ship and freeze stacked with 1" x 2" strips of wood between each drawer. Framed or matted items must be removed from frames and mats prior to air or freeze-drying. See Section: *Paper: Framed or Matted, Preparation for Drying*.

*Air Drying* — secure a clean, dry environment where the temperature and humidity are as low as possible. Cover tables, floors, or other flat surfaces with sheets for blotter or uninked newsprint.

*Freezing* — Workspace and work surfaces and the following equipment: milk crates and/or cardboard boxes, bread trays, sheets of plywood, and rolls/sheets of freezer or waxed paper.

## Drying Methods

*Air Drying* — This technique is most suitable for small numbers of records that are damp or water-damaged around the edges. Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain 50 percent RH.

*Damp material* — Single sheets or small groups of records are to be laid out on paper - covered flat surfaces. If small clumps of records are fanned out to dry, they should be turned at regular intervals to encourage evaporation from both sides. As a last resort to maximize space utilization, clothesline may be strung for the records to be laid across.

If an item exhibits water-soluble media, allow it to dry face up. Do not attempt to blot the item since blotting may result in offsetting water-soluble components. Wet blotter or newsprint should be changed and removed from the drying area.

*Wet material* — When separating saturated paper, use extra caution to support large sheets. If sheets are contained in flat files, standing water should be sponged out first. If items are in L-sleeves the polyester must be removed to allow drying. Cut the two sealed edges of the film in the boarder between the item and the seal. Roll back the top piece of polyester in a diagonal direction. If there are any apparent problems with the paper support or media, stop and seek the assistance of a Conservator. Support can be given to single sheets by placing a piece of polyester film on top of the document. Rub the film gently and then slowly lift the film while at the same time peeling off the top sheet in a diagonal direction. Lay the sheet flat; as it dries, it will separate from the surface of the film.

*Freezing* — This option is best if there are large quantities or if the water damage is extensive. Place manuscript boxes in milk crates or cardboard boxes. If time permits, interleave each manuscript box with freezer or waxed paper. If the boxes have been discarded, interleave every two inches of folded material with freezer or waxed paper.

Do not freeze framed items. Remove frame assemblage before freezing. See Section:

*Paper: Framed or Matted, Preparation for Drying.*

## Paper: Coated

**(Including linen drawings (Drafting Cloth) and paper with sensitized coatings such as thermofax and fax copies)**

### Priority

Coated paper must not be allowed to air dry in a clump or it will permanently block together. If saturated, freeze within six hours for subsequent vacuum freezing drying. If damp, separate and air-dry before items have an opportunity to dry.

### Handling Precautions

Physical manipulation should be kept to a minimum to avoid disruption of the water-soluble coating and media that may cause obliteration of the information.

## Preparation for Drying

*Air Drying* — Secure a clean, dry environment where the temperature and humidity are as low as possible. Equipment needed: flat surfaces for drying; fans and extension cords; dehumidifier; moisture meter; sheets of polyester film, non-stick interleaving material such as freezer, waxed or silicone release paper, or polyester non-woven fabric.

*Freezing* — Equipment needed: milk crates; cardboard boxes for large items; large flat supports such as bread trays or pieces for plywood; freezer, waxed or silicone release paper, or polyester non-woven fabric.

Remove drawers from flat files; ship and freeze stacked with 1" x 2" strips of wood between each drawer. Framed or matted items must be removed from frames and mats prior to drying. See Section: *Paper: Framed or Matted, Preparation for Drying*.

## Drying Methods

*Air-Drying* — This technique is most suitable for small numbers of records which are damp or water-damaged around the edges. Coated paper requires that each and every page be interleaved with a non-stick material such as silicone release paper, Holytex, or wax paper.

*Damp material* — Lay single sheets or small groups of interleaved records on paper covered flat surfaces. If small clumps of records are fanned out to dry, they should be turned at regular intervals to encourage evaporation from both sides.

If an item exhibits water-soluble media, allow it to dry face up. Do not attempt to blot the item since blotting may result in offsetting water-soluble components. Wet blotter or uninked newsprint should be changed and removed from the drying area.

*Wet material* — When separating saturated paper, use extra caution to support large sheets. If sheets are contained in flat files, standing water should be sponged out first. If items are in L-sleeves the polyester must be removed to allow drying. Cut the two sealed edges of the film between the item and the seal. Roll back the top piece of polyester in a diagonal direction. If there are any apparent problems with the paper support or media, *stop* and seek the assistance of a Conservator. Support can be given to single sheets by placing a piece of polyester film on top of the document. Rub the film gently and then slowly lift the film while at the same time peeling off the top sheet in a diagonal direction. Lay the sheet flat; as it dries, it will separate from the surface of the film.

Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

*Freezing* — Freezing is best if there are large quantities or if the water damage is extensive. Place manuscript boxes in milk crates or cardboard boxes. If time permits, interleave each manuscript box with freezer or waxed paper. If the boxes have been discarded, interleave every two inches of folded material with freezer or waxed paper.

Specify vacuum *freeze*-drying for coated paper and linen drawings; do not use vacuum thermal drying.

Pack flat sheets in bread trays, flat boxes, or on plywood sheets covered with polyethylene. Bundled rolled items loosely and place horizontally in boxes lined with a release layer.

Do not freeze framed items. Remove frame assemblage before freezing.

See Section:

*Paper: Framed or Matted, Preparation for Drying.*

## **Paper: Framed or Matted, Preparation for Drying**

### **Priority**

Wet paper must be frozen or air-dried within 48 hours. Framed and matted items must be disassembled prior to air drying or freezing.

### **Handling Precautions**

Caution must be exercised so as to not puncture or tear the wet paper artifact in the process of removing the frame, glazing, and mounting materials.

### **Preparation for Drying**

Place frame face down on a smooth, flat surface covered with blotter paper or plastic bubble pack. Carefully remove dust seal and hardware (place these metal pieces in container so that they do not come in contact with the wet paper and inadvertently cause damage). Check if the paper object is adhered to rabbet of frame by gently pushing up on the glazing to see that the assemblage will release without resistance. Place a piece of board (mat board, masonite, or plexiglass) over the back of the frame with all contents still in place. Using two hands, invert frame assemblage so that the glass and image are facing up. Lift off the frame then lift off the glass.

When the paper is in direct contact with the glass, carefully remove them together and lay face down on a flat surface. Consult a Conservator if the paper is sticking to the glazing.

If the glass is broken, the pieces may be held together with tape applied lightly over the breaks. The frame may then be laid face down and the paper removed from the back. If pieces of glass have dropped behind the remaining glass, hold the frame in a vertical position to remove the mat and/or paper.

To remove the item from its mat, place the image facing up. Lift window mat board carefully and detach paper object from back mat by carefully cutting hinges. If the object is attached firmly and directly to mat or backing board, do not attempt to remove. Proceed to air-dry paper object as recommended in Sections: *Paper: Uncoated* or *Paper: Coated*, as appropriate.

If difficulty is encountered at any point, consult the University of Iowa Parks Library Preservation Department for assistance.

## **Microfiche**

### **Priority**

Freeze or dry within 72 hours.

### **Handling Precautions**

Do not move items until a place has been prepared to receive them and you have been instructed to do so. If the fiche cannot be air dried immediately, keep them wet inside a

container lined with garbage bags until they are frozen.

#### Drying Methods

Freeze if arrangements cannot be made to air dry the fiche quickly. Fiche should be removed from the paper jackets to dry. Jackets should be retained to preserve any information printed on them, but this information should be transferred to new jackets once the fiche is dry and ready to be stored again. The best air drying method is to clip the fiche to clotheslines with rustproof clips.

Fiche has been successfully vacuum freeze-dried, though freeze-drying of photographic materials is not widely recommended. If dealing with large quantities of fiche this option should be investigated.

### Microfilm and Motion Picture Film

#### Priority

Rewash and dry within 72 hours. Wet film must be kept wet until it can be reprocessed.

#### Handling Precautions

Wipe outside of film cans or boxes before opening. Cans that are wet on the outside may contain dry film that should be separated from wet material. Do not remove wet microfilm from boxes; hold cartons together with rubber bands. Dry film in damp or wet boxes should be removed and kept together with the box. Do not move items until a place has been prepared to receive them.

#### Packing Methods

Wet microfilm in plastic trays in the microfilm vault should be filled with water until reprocessed. Pack wet motion picture film in a container lined with plastic garbage bags.

#### Preparation for Drying

Contact a microfilm lab or film processor to rewash.

#### Drying Methods

Contact a disaster recovery service or microfilm lab to rewash and dry film. The manufacturer or other professional processor should be contacted to rewash and dry motion picture film.

### Magnetic Media: Computer Diskettes

#### Priority

Prolonged storage in water causes leaching of chemicals from the support. *If a back-up copy is available, it is better to discard the water-soaked original.*

#### Handling Precautions

Store diskettes upright without crowding, in cool, distilled water until you are ready to attempt data recovery. Exposure to water should not extend beyond 72 hours. If disks cannot be dried and copied within three days, the disks should be placed wet in plastic bags and frozen until



drying and data recovery is possible.

#### Data Recovery

In order to ensure the preservation of data on disks that have been wet, it is prudent to copy it to a new disk. Insert the disk that has been dried into an empty jacket made by removing a new disk. The water-damaged disk that has been placed in the new jacket is inserted into a disk drive. Copy and verify that the information has transferred, then discard the damaged disk. You need only prepare one new jacket for each five to ten disks since the same jacket can be reused several times. Most diskettes can be salvaged unless the diskette itself is magnetically damaged or warped. If copying is not successful, consult a computer recovery service.

### **Magnetic Media: Video and Audio Cassettes**

#### Priority

Air dry within 72 hours.

#### Handling Precautions

Pack cassettes vertically into plastic crates or cardboard boxes.

#### Preparation for Drying

Often the casings will keep tape clean and dry. If the tape is damaged, disassemble the case and remove tape. Rinse dirty tapes, still wound on reel, in clean deionized or distilled water.

#### Drying Methods

*Air dry* by supporting the reels vertically or by laying the reels on sheets of clean blotter. Leave tapes next to their original cases. Use fans to keep air moving without blowing directly on the items. Use dehumidifiers as needed to maintain humidity at or below 50% RH.

#### Additional Steps

Once dry, the tapes can be assessed for further cleaning and duplication by a specialized recovery service.

### **Magnetic Media: Reel-To-Reel Tapes**

#### Priority

Air dry within 72 hours.

#### Handling Precautions

Pack vertically into plastic crates or cardboard cartons. Don't put heavy weight or pressure on the sides of the reels.

#### Preparation for Drying

Often contamination by water and other substances is mainly confined to the outermost layers of tape. Do not unwind tapes or remove from the reel. In these cases, wash the exposed edges with deionized water or with distilled water.

### Drying Methods

*Air dry* by supporting the reels vertically or by laying the reels on sheets of clean blotter. Leave the tapes to dry next to their original boxes. Use fans to keep air moving without blowing directly on the items.

Use portable dehumidifiers to slowly remove moisture from the area/objects. Bring relative humidity down to 50 percent.

### Additional Steps

Once dry, the tapes can be assessed for further cleaning and duplication. Specialized professional vendors do this procedure.

## Compact Discs and CD-ROMs

### Priority

Immediately air dry discs. Dry paper enclosures within 48 hours.

### Handling Precautions

Do not scratch surfaces.

### Preparations for Drying

Remove discs from cases. Rinse discs with distilled water. Do not rub the discs because dirt could scratch. If necessary, blot, do not rub, with a soft lint-free cloth.

### Drying Methods

Case and paper enclosures may be freeze dried. Do not freeze dry the discs. Air dry vertically in a rack.

## Photographs and Transparencies

### Priority

Salvage Priorities. *Within 24 hours*: 1) ambrotypes, daguerreotypes, tintypes, silver gelatin glass plate negatives, wet collodion glass plate negatives; *Within 48 hours*: 2) color prints and film, silver gelatin prints and negatives; 3) albumen prints and salted paper prints.

Cyanotypes in alkaline water must be dried as soon as possible; in acidic water they drop to priority 3.

### Handling Precautions

Do not touch emulsion, hold by the edges or margins. Always lay with emulsion side up.

### Preparations for Drying

Secure a clean area to work, free from particulates. Keep the photos and/or negatives in containers of fresh cold water until they are either air dried or frozen. *If allowed to partially dry in contact with each other, they will stick together.* To maintain wetness until the drying process can take place, pack photos inside plastic garbage pails or boxes lined with garbage

bags.

Equipment and materials needed: plastic trays, cold water, clothesline, clothespins and/or photo clips, soft bristle brushes, Kodak Photo Flo Solution, Holytex and clean photographic blotter paper, Falcon squeegee and drying racks for resin-coated prints; and Salthill dryer for recent fiber based prints.

Carefully remove prints and film positives and negatives from the enclosures. Keep the enclosure or the file number with each film item as it contains vital information to maintain intellectual control.

*Daguerreotypes, Glass , and Metal -based Collodion Emulsions* such as ambrotypes, tintypes, wet collodion glass plates (which include some negatives, lantern slides, and stereo graphs on glass):

*Cased photographs* — Carefully open the case and place the photograph face up on blotters. Do not attempt to disassemble the components, remove debris, or wash the photograph. If the affected photo has water or debris trapped within the assemblage, contact a conservator for proper disassembly.

*Uncased images* — Air-dry side up on clean absorbent blotters. Remove and retain cover slips from glass lantern slides if present. Do not attempt to clean debris or wash these images. These procedures should only be performed by a conservator.

*Black and white prints* — Place the prints in a tray and fill with cold water. Agitate the tray and change the water several times. After 15 minutes, drain the water and air dry. Reduce washing time for deteriorated and card mounted prints.

*Color prints* — Use the same procedure as for black and white prints but with decreased washing time: ten minutes. Reduce washing time further for deteriorated prints.

*Negatives (glass and film) - silver gelatin* — Soak the films in clean, cold water for 30 minutes. If there are particulates on the film, rinse for 10-15 minutes while gently brushing surfaces under water with a soft bristle brush, then continue washing for an additional 15 minutes. Rinse with Kodak Photo Flo Solution.

*Glass plate negatives - collodion* — Do not wash or expose plates to further moisture; if any image remains, air dry immediately, emulsion side up.

*Kodachrome transparencies* — Wash as described above for negatives C silver gelatin.

*Ektachrome transparencies* — Wash as described above for negatives C silver gelatin, omitting the Photo Flo, then dry. Consult a photo conservator after transparencies have dried, as some may require stabilization.

*Color negatives* — Wash as described above for negatives C silver gelatin, omitting Photo Flo, then dry. Consult a photo conservator after negatives have dried, as some may require stabilization.

## Drying Method

Order of preference: 1) air dry; 2) freeze/thaw and air dry; 3) vacuum freeze dry. *Do not vacuum thermal dry or freeze dry.*

*Prints and Films* — Dry film by hanging on a clothesline at room temperature in a dust free area. Lay glass plates and prints emulsion side up on a clean absorbent blotter.

*Photo Albums* — To air-dry, place sheets of blotter covered with Holytex between each leaf. Change the blotter paper as it becomes damp or wet. If the binding structure is no longer intact or the album can be dismantled, separate the leaves and air dry on clean blotters covered with Holytex; periodically turn from recto to verso to promote even drying. If drying cannot proceed immediately, wrap the volume in plastic and freeze. The volume can then be thawed and air-dried at a later date.

Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

If air-drying is not possible due to media solubility or unacceptable disruption to the structural integrity of the volume, vacuum freeze-drying is recommended.

If difficulty is encountered, consult a conservator for assistance.

## **Salvage Glossary**

### **AIR DRYING**

Use a cool, low-humidity area with good air circulation. Place absorbent material (see interleaving) under objects; replace as it becomes wet. If possible, air-dry materials on plastic racks (e.g., commercial bread trays or rust-proof screens) to allow more evaporation. Exposure to light may reduce the threat of mold. Bright sunlight can cause fading.

### **INTERLEAVING**

Interleaving will keep items from sticking together and prevent dye transfer. Blotter paper, uninked newsprint, or paper towels may be used, except in cases waxed paper or freezer paper is called for.

### **FREEZING**

If objects cannot be dried within 48 hours, freeze them until action can be taken. Freezing is an effective way to stabilize collections for days or even months; it stops mold growth, ink running, dye transfer, and swelling. If possible, use a commercial freezer that provides sub-zero freezing or a home freezer. A refrigerated truck may at least keep materials cool enough to prevent mold growth.

### **ON-SITE DEHUMIDIFICATION**

A useful technique for drying damp library and archival collections without the need to move them. Available from several companies in the U.S. Super-dry air is pumped into the building and moist air drawn out.

### **RINSING**

Mud or dirt: rinse items under a gentle stream of clean running water or gently agitate them in containers filled with water, before drying. Never scrub items in a way that might drive dirt in deeper. Use a sponge/soft cloth to blot off mud and debris. Hold books and file folders closed while rinsing.

### **VACUUM DRYING**

Also called "thermal drying." Available from many companies in the U.S. Items are dried in a vacuum chamber, often at temperatures above 100°F. Slower than vacuum freeze drying, but generally less expensive. Because high temperatures accelerate aging, **THIS METHOD SHOULD NOT BE USED FOR LIBRARY AND ARCHIVAL MATERIALS.**

### **VACUUM FREEZE DRYING**

Frozen items are placed in a vacuum chamber and dried at below-freezing temperatures to minimize swelling and distortion. Generally provides the most satisfactory results and is recommended for library and archival materials. This service is available throughout the U.S.

## Emergency History

In the space below, describe emergencies that have occurred. Include the date, the location within the building, the number of materials affected, recovery procedures, and the resources (time, money, personnel, etc.) needed for complete recovery from the emergency. Also note any vendors or suppliers used in recovery actions and evaluate their performance for future reference. This section should be updated after any emergency occurrence.

[illegible]

## Locations Where This Plan Is On File

| <u>Location</u>  | <u>Responsible for Updates</u> |
|------------------|--------------------------------|
| <b>In-House:</b> |                                |
|                  |                                |
|                  |                                |
|                  |                                |
|                  |                                |
|                  |                                |
| <b>Off-Site:</b> |                                |
|                  |                                |
|                  |                                |
|                  |                                |
|                  |                                |
|                  |                                |

## **DISASTER RECOVERY AND SALVAGE SERVICES**

### **American Freeze-Dry, Inc.**

PO Box 5740

1722 Hurffville Rd., Bldg. 2A

Five Points Business Center

Deptford NJ 08096

Telephone: 1-856-939-8160; 866-939-8160; Emergency: 609-458-0510; 856-904-4227

[www.americanfreezedry.com](http://www.americanfreezedry.com)

Freezing, vacuum freeze-drying, disaster recovery, dehumidification, building drying services

### **Belfor**

Telephone: 1-800-856-3333 (24/7 HOTLINE)

[www.belfor.com](http://www.belfor.com)

National and international network provides emergency response, structural drying, decontamination, mold remediation, emergency power and help in planning

### **Boeing Company**

P.O. Box 516, St.

Louis, Missouri 63166

Telephone: 1-314-232-0232, or ask for Jeff Harrick at 1-314-233-4697

Commercial vacuum freeze-drying on a space available basis in aerospace facilities

### **Blackmon-Mooring-Steamatic Catastrophe, Inc. (BMS-CAT)**

International Headquarters

303 Arthur Street

Fort Worth, TX 76107

Telephone: 1-817-332-2770 | 1-800-433-2940 (24/7 HOTLINE)

<http://www.bmscat.com>

Full restoration service; uses vacuum drying process; certified to work in areas contaminated with asbestos

### **Document Reprocessors**

41 Sutter Street, Suite 1120

San Francisco, CA 94104

Telephone: 1-800-4-DRYING | 1-888-437-9464 (N.Y. office)

<http://www.documentreprocessors.com>

Freeze drying

### **McDonnell Aircraft Company**

P.O. Box 516

St. Louis, Missouri 63166

Telephone: 1-314-232-0232

Commercial vacuum freeze-drying on a space available basis in aerospace facilities aerospace

### **Mid West Freeze-Dry, Ltd.**

7326 N. Central Park

Skokie, IL 60076

Telephone: 1-847-679-4756

<http://www.midwestfreezedryltd.com>

Vacuum freeze drying, decontamination, non-chemical mold & mildew eradication, deacidification



**Polygon**

22 regional offices in the United States; others in Canada and internationally

Telephone: 1-800-422-6379 24/7 HOTLINE

[www.polygongroup.com/us](http://www.polygongroup.com/us)

Uses air drying, desiccant air drying, vacuum thermal drying, freeze drying, and vacuum freeze drying. Can dry books on location or in drying chambers. Also dries building and structures, restoring the internal environment to its original equilibrium.

**Solex Environment Systems**

P.O. Box 460242, Houston, TX 77056

Telephone: 1-800-848-0484; 1-713-963-8600

<http://www.solexrobotics.com>

An advanced technology company that also does large-scale disaster recovery, dehumidification, building drying services and provides consulting.

**VidiPax** (video and film)

920 Broadway, 16th Floor, New York, NY 10010

Telephone: 1-800-653-8434

Fax: (212) 563-1994

Email: [info@vidipax.com](mailto:info@vidipax.com)

<http://www.vidipax.com/>

**CONSULTATIVE SERVICES**

Upper Midwest Conservation Association

2400 Third Avenue, South Minneapolis, MN 55404

Telephone: (612) 870-3120

Fax: (612) 870-3118

E-Mail: [umca@qwest.net](mailto:umca@qwest.net)

<http://www.preserveart.org/>

Ford Conservation Center

1326 S. 32<sup>nd</sup> Street, Omaha, NE 68105

Telephone: (402) 595-1180

[www.savingtreasures.org](http://www.savingtreasures.org)

## Acknowledgements & Bibliography

This *Library Disaster Response Plan* was prepared by and supported by HS InFocus LLC.

Elements of the plan were developed by The California Preservation Program, the U.S. Institute of Museum & Library Services under the provisions of the Library Services & Technology Act, administered by the California State Library, with information gathered from the following sources:

Iowa State University Parks Library Preservation Department. Disaster Response Manual for the ISU Parks Library. Updated April 2014.

Heritage Emergency National Task Force. *Field Guide to Emergency Response* produced by Heritage Preservation in support of the, c2006.

Kahn, Miriam. *Disaster Response and Planning for Libraries, Third Edition*. Chicago: ALA, 2012.

Walsh, B. [\*Salvage operations for water damaged archival collections: a second glance\*](#) Ottawa: Canadian Council on Archives, 2003

Wellheiser, J. and Scott, J. *An Ounce of Prevention: Integrated Disaster Planning for Archives, Libraries and Record Centres, 2nd Edition*, London : Scarecrow Press, 2003.

## **Appendix C**

### **Iowa Department of Transportation Library Services Collection & Technology Assessment: Technology Assessment Final Report**

# Iowa Department of Transportation Library Technology Assessment

## Final Report

IHRB Project TR-670

Sponsored by The Iowa Highway Research  
Board

**Disclaimer**

The contents of this report reflect the views of the authors, who are responsible for the facts and the accuracy of the information presented herein. The opinions, findings, and conclusions expressed in this publication are those of the authors and not necessarily those of the sponsors.

The sponsors assume no liability for the contents or use of the information contained in this document. This report does not constitute a standard, specification, or regulation. The sponsors do not endorse products or manufacturers. Trademarks or manufacturers' names appear in this report only because they are considered essential to the objectives of the document.

**Statement of Non-Discrimination**

Federal and state laws prohibit employment and/or public accommodation discrimination on the basis of age, color, creed, disability, gender identity, national origin, pregnancy, race, religion, sex, sexual orientation or veteran's status. If you believe you have been discriminated against, please contact the Iowa Civil Rights Commission at 800-457-4416 or Iowa Department of Transportation's affirmative action officer. If you need accommodations because of a disability to access the Iowa Department of Transportation's services, contact the agency's affirmative action officer at 800-262-0003.

### Technical Report Documentation Page

|  |  |  |                        |
|--|--|--|------------------------|
| <b>1. Report No.</b><br>IHRB Project TR-670  | <b>2. Government Accession No.</b>                                 | <b>3. Recipient's Catalog No.</b>                            |                        |
| <b>4. Title and Subtitle</b><br>Iowa Department of Transportation Library Technology Assessment  |  | <b>5. Report Date</b><br>May 2014                            |                        |
|  |  | <b>6. Performing Organization Code</b>                       |                        |
| <b>7. Author(s)</b><br>David Hemingway-Turner, Margaret Sacco  |  | <b>8. Performing Organization Report No.</b>                 |                        |
| <b>9. Performing Organization Name and Address</b><br>HS Infocus LLC<br>308 Lake View Way NW<br>Leesburg, VA 20176   |  | <b>10. Work Unit No. (TRAIS)</b>                             |                        |
|  |  | <b>11. Contract or Grant No.</b>                             |                        |
| <b>12. Sponsoring Organization Name and Address</b><br>Iowa Highway Research Board<br>Iowa Department of Transportation<br>800 Lincoln Way<br>Ames, IA 50010   |  | <b>13. Type of Report and Period Covered</b><br>Final Report |                        |
|  |  | <b>14. Sponsoring Agency Code</b>                            |                        |
| <b>15. Supplementary Notes</b>   |  |  |                        |
| <b>16. Abstract</b><br><br>This report contains an assessment of the current technologies employed by the Iowa Department of Transportation Library and recommendations for upgrades and improvements. |  |  |                        |
| <b>17. Key Words</b><br>Library, Technology  |  | <b>18. Distribution Statement</b><br>No restrictions.        |                        |
| <b>19. Security Classification (of this report)</b><br>Unclassified.   | <b>20. Security Classification (of this page)</b><br>Unclassified. | <b>21. No. of Pages</b><br>10                                | <b>22. Price</b><br>NA |

# Iowa Department of Transportation Library Technology Assessment

## Final Report

May 2014

David Hemingway-Turner and Margaret Sacco  
Library Consultants  
HS Infocus LLC  
308 Lake View Way NW  
Leesburg, VA 20176

Sponsored by The Iowa Highway Research Board

IHRB Project TR-670

Iowa Department of Transportation Library  
800 Lincoln Way  
Ames, IA 50010  
515-239-1200

## Table of Contents

|  |        |
|--|--------|
| <b>Background</b>  | Page 1 |
| <b>I. Assessment of Current Library Technologies at the Iowa DOT Library</b> | Page 2 |
| Mobile Online Public Access Catalog (MOPAC)                                  | Page 2 |
| Modernizing Circulation/Self Check   | Page 3 |
| Online Public Access Catalog Stations (OPAC) and Search                      | Page 5 |
| Technology as Marketing Tools  | Page 6 |
| <b>II. Library Hardware Recommendations and Pricing</b>                      | Page 8 |



## **Background**

We live in an information-rich society where information is available on demand from numerous resources and devices. Information consumers expect anytime, anywhere access as technology reaches deeper into our daily activities with Google, self-service grocery checkouts and mobile devices, just to name a few. The ongoing trend of digital access rather than print makes implementation of current library technology an imperative for organizations where access to the latest data is mission critical.

Transportation agencies are a prime example of organizations where strategic decision making affects infrastructure, economics and safety. Libraries are in a unique position to know where to strike a balance between leading edge technology and traditional access. The Iowa Department of Transportation library is well positioned to upgrade to the latest developments in library technology, and deliver a good return on investment (ROI).

The Iowa DOT library shares an Integrated library System (ILS) with the State Library of Iowa that provides an Online Public Access Catalog (OPAC), a searchable bibliographic database with a friendly user interface. The system is based on Koha, an open source ILS maintained by the State Library , and specifically by Systems librarian, Tom Keyser. Many DOT libraries share their online public catalogs with the state libraries to minimize cost and maximize DOT library staff time. Typically, staffing levels in DOT libraries do not allow for the support of stand alone library Systems, which can be time consuming and typically requires 1 FTE to maintain. Both proprietary and open

source systems are ongoing investments in time and staff resources. Participating in the State Library's Koha system is of particular benefit to the Iowa DOT library.

## **I. Assessment of Current Library Technologies at the Iowa DOT Library**

### **Mobile Online Public Access Catalog (MOPAC):**

A growing number of libraries are creating mobile versions of their Web sites for their patrons to access on the go. They deliver information about library services and collections and provide access to library catalog searching, portable exhibit information, subject guides, e-journals and library hours, all formatted for the small screens of mobile devices. Many institutions, as part of their modern strategic plans are moving in a more mobile direction.

### **Recommendation:**

There are a number of ways to implement a mobile catalog. Two of the most straightforward ways are:

1. Implement responsive design using the current OPAC supplied by the State Library of Iowa. The latest release of Koha contains a new OPAC theme that is based on Bootstrap and is completely responsive, meaning that it will automatically recognize the type of device that a user is employing and will fluidly adjust to the screen size (desktop, laptop, tablet or smartphone) without rerouting to a mobile URL. This would be a low or no cost option.

2. Purchase a mobile catalog interface. There are vendors developing and selling this software, such as library Anywhere and Boopsie. Both are mobile applications that can be downloaded from the Apple App Store and Android Market. They require regular loads of bibliographic records but also contain other functionalities and features that may be of value to the library. Each is available as branded apps, giving the user a seamless Iowa DOT library mobile search experience. Annual subscriptions can be purchased for this software and are priced in the area of \$1,500 per year.

### **Modernizing Circulation/Self Check**

The Iowa DOT library does not use an automated circulation system. This poses many drawbacks to management, security and protection of the department's investment in the collection. In order to effectively manage and secure the library inventory, automated circulation is desired. It is very simple to "walk away" with library items, as the current manual process can be arduous. The current check out process is both time consuming for the Iowa DOT librarian as well as for department staff that may withdraw items when the library is unattended and unsecured using the "honor system" and pocket cards. Even when the library is staffed, self-check would also free up the Iowa DOT librarian to complete more mission critical activities. The world has become self-service from gas stations to grocery stores and the same is expected at libraries.

In addition to the obvious advantage of library security and inventory control, automating circulation will also require patron accounts, meaning that users will be able to manage their accounts online to take advantage of many other functions of the State Library's online catalog.

**Recommendation:**

1. Implement the Koha Circulation Module. The library system in use by the Iowa DOT has circulation capabilities for library administration and a self-check module. This would allow the Iowa DOT librarian to effectively manage the collection and associated costs. The system tracks and notifies patrons of overdue items and tracks collection use at the subject, call number and item level. This enables targeted resource management for collection development, giving the librarian the ability to develop and provide resources of greatest interest to the users at the lowest cost to the department. In short, it eliminates mistakes, waste and overspending on lost or unused items. To accomplish automating the circulation functions, two tasks must be completed:
  - A. Barcode the collection. All items in the library must be barcoded with item barcodes. This process was started previously and left incomplete. however, patron barcodes were used erroneously and therefore these items must be identified, pulled, then properly barcoded.

B. Assign patron barcodes. All patrons must be assigned a barcode, perhaps as part of the onboarding process when hired and on an ongoing basis for existing employees, e.g., as they visit the library they can be issued library cards to withdraw items.

2. Hardware must also be purchased to implement automated circulation. See the attached hardware recommendations and pricing (Section II). The library's self-check station will require one tower, one monitor and one barcode scanner. In addition to hardware, roughly 20,000 barcode labels will be necessary for the physical collection; library cards can be issued via email to patrons.

### **Online Public Access Catalog Stations (OPAC) and Search**

Most libraries have at least one public access catalog station, allowing for unmediated searching by patrons. This allows patrons to search the library's collection onsite and allows them to browse the collection. Onsite search is an important part of the research process – searching, consulting with the librarian, evaluating and building on consulted resources. Typically this would be a PC in kiosk mode, restricting use to a dedicated library catalog website, but networked research tools and subscription resources can be accessed if the station is configured for wider access. This is not currently available in the Iowa DOT library, but we feel that it should be.

**Recommendation:**

1. OPAC-Search Stations for the Iowa DOT library. We recommend a minimum of one OPAC-Search Stations in the library. Making this service available to users will require the purchase of one tower and one monitor. The optimal scenario would be that of three stations which would be positioned at each of the major Iowa DOT collections:

- Iowa Special Collection
- Iowa State Reports Collection
- Maps Collection

Along with the OPAC-Search Stations, LibGuides for each of these collections could be accessed. LibGuides is a Content Management System used by libraries worldwide and is used by librarians to curate knowledge and share information by creating online guides on any topic or subject. The Iowa DOT library has an unlimited subscription to LibGuides as part of their membership in the

[Transportation library Connectivity and Development Pooled Fund, Study, TPF-5\(237\)](#) so this value added resource could be leveraged at no additional cost.

**Technology as Marketing Tools**

The current technologies employed by the Iowa DOT library can also be useful as marketing tools, and leveraged at very little or no cost to the organization. The State Library 's Koha system has capabilities that can be used to disseminate information to the end users easily and effectively. By pushing out pertinent information to researchers and creating additional access points, the librarian can fill gaps in the research process created by lack of time and awareness of new information resources

critical to Iowa DOT projects. This helps alleviate the “How do we know what we don’t know?” conundrum.

**Recommendation:**

1. Exploit Koha Report Functionality. The librarian can run reports for recently cataloged items. This list can then be disseminated via email to the organization pre-selected groups and new materials and content germane to particular working groups and units can then be accessed and shared.
2. Leverage Koha Bibliographic Records . When an item that is born digital or an item is later digitized and is cataloged, the bibliographic record contains a persistent link to the item. With deployment of a MOPAC, access to this content can be from anywhere at anytime. This directly supports the library’s digital access initiative.

## II. Library Hardware Recommendations and Pricing

Library Workstation (2 - OPAC and Self Check station):

Hardware must be procured through Iowa DOT IT group to assure network connectivity and security.

|             |                                |
|-------------|--------------------------------|
| PC tower    | $(\$632.00 \times 2) = \$1264$ |
| 22" Monitor | $(\$155.00 \times 2) = \$310$  |
|             | $(\$787.00 \times 2) = \$1574$ |

Library Barcode Scanners (3 – Library staff desk, Self-check and Workroom):  
Voyager 1200g Single-Line Laser Bar Code Scanner

|                   |                               |
|-------------------|-------------------------------|
| Vendor 1: Brodart | $(\$277.00 \times 3) = \$831$ |
| Vendor 2: Amazon  | $(\$129.99 \times 3) = \$390$ |
| Vendor 3: Staples | $(\$145.49 \times 3) = \$449$ |

Library Barcodes (20,000):

|  |                                    |
|--|------------------------------------|
| Vendor 1: Brodart  | $(\$29.00/1000 \times 20) = \$580$ |
| Data2™ Laminated Paper Single Bar Code Labels With Square Edge |                                    |

|  |                                    |
|--|------------------------------------|
| Vendor 2: The library Store                                    | $(\$39.00/1000 \times 20) = \$780$ |
| Data2™ Laminated Paper Single Bar Code Labels With Square Edge |                                    |

|                              |                                    |
|------------------------------|------------------------------------|
| Vendor 3: Computype          | $(\$23.10/1000 \times 20) = \$462$ |
| High Performance Item Labels |                                    |



## **Glossary**

**Disaster Plan** – Typically a written plan that details the necessary steps necessary for recovery and preservation of library materials in the event of a disaster.

**Embedded Librarian** – A librarian or information professional working outside the traditional library as part of a project team or functional department, providing project and/or ongoing research support.

**Interlibrary Loan** – Lending and borrowing of a library owned item to another library for use by one of the borrowing library's patrons.

**Integrated Library System (ILS)** – An enterprise-wide system for managing libraries, this includes circulation of library owned items to patrons, purchasing and payments, as well as management of library inventory.

**Koha** – An Open Source Integrated Library System.

**LibGuides** - A Content Management System used by librarians to curate knowledge and share information by creating online guides on any topic or subject.

**MOPAC** – Mobile Online Public Access Catalog. The MOPAC provides the same content as the OPAC, but it is coded to reformat and resize for mobile devices.

**OPAC** – An online bibliographic database of items owned by a library, most often used by library patrons and researchers to discover what is available from a particular library.

**RFID** - RFID (Radio Frequency IDentification) is the latest technology to be used in library theft detection systems. RFID-based systems combine security with more efficient tracking of materials throughout the library, including easier and faster charge and discharge, inventorying, and materials handling.

**Systems Librarian** – Librarians typically responsible for overseeing the library's networked resources (ex. the Integrated Library System). Systems librarians are responsible for trouble shooting and supporting library hardware and software.

**TRID** – Transportation Research Information Database. An integrated database that combines the records from Transportation Research Board's Transportation Research Information Services ([TRIS](#)) Database and the OECD's Joint Transport Research Centre's International Transport Research Documentation ([ITRD](#)) Database.